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August 26, 2011

Mr. David Kerr, Director
Missouri Department of Economic Development
Room 680, Truman Building
Jefferson City, MO 65102

Re: 2011 Video Report

Dear Mr. Kerr:

On behalf of the Missouri Public Service Commission, I am pleased to forward our annual report on developments resulting from the implementation of the 2007 Video Service Providers Act. As provided in Section 67.269 RSMo, the Commission is required to submit its findings to the General Assembly by August 28, 2011. This is the final report, in a series of four reports submitted to the General Assembly.

This year, the Commission identified forty providers offering video service through 842 state-issued video authorizations as of July 8, 2011. These authorizations correspond to 546 distinct political subdivisions or 50.6% of all political subdivisions in Missouri. By August 27, 2011, companies will have initiated video service for 708 authorizations, while 134 state-issued video authorizations will not have video service implemented by this date. Please be aware that this data is drawn from survey responses and may not be all-inclusive.

Further details on the Commission's study methods and other related issues are provided in the report. I hope you find this information useful. Please feel free to contact me if you have any questions.

Sincerely,

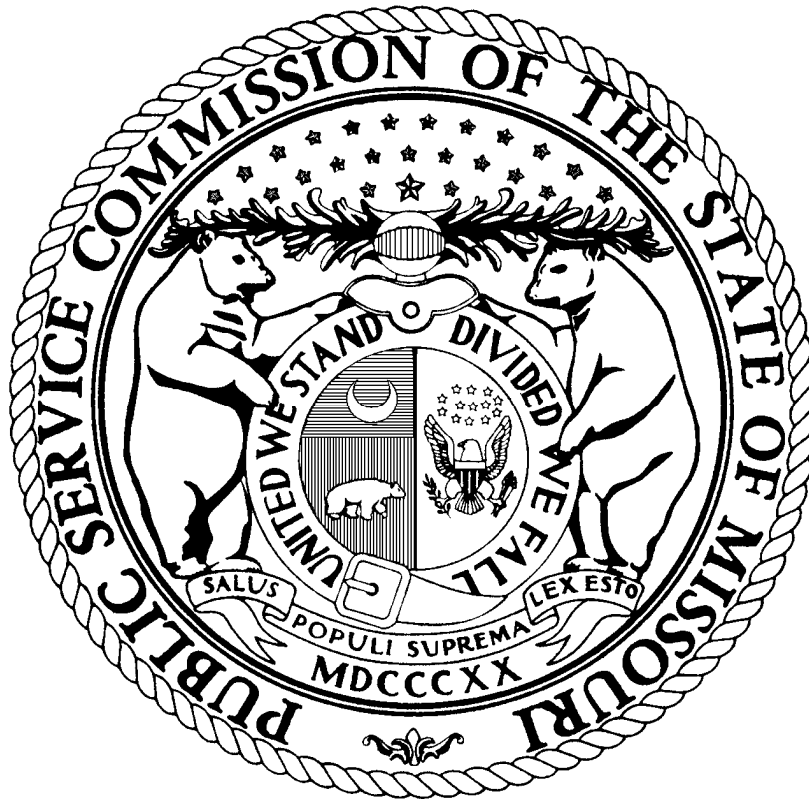
A handwritten signature in black ink that reads "Kevin D. Gunn". The signature is written in a cursive style.

Kevin D. Gunn
Chairman

Enclosure

cc: Governor Nixon
Hon. Steven Tilley
Hon. Robert Mayer
Sen. Brad Lager, Chairman, Senate Commerce, Consumer Protection, Energy
and the Environment Committee
Rep. Darrell Pollock, Chairman, House Utilities Committee

**Report to the General Assembly of
The State of Missouri**



*A Report on Developments Resulting From the Implementation of the
2007 Video Services Providers Act*

**Missouri Public Service Commission
August 28, 2011**

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Executive Summary

The 2007 Video Services Providers Act (also referred to as the Act) became effective on August 28, 2007. This Act extended authority to the Missouri Public Service Commission (Commission) to authorize the provisioning of video service in a particular area. The Act requires the Commission to issue four annual reports from August 28, 2008 through August 28, 2011 pertaining to developments resulting from the implementation of the Act.¹ These reports are limited to the extent the information is supplied only by companies that have sought state-issued video service authorization. In other words, information is not obtained from any provider solely providing video service using locally-issued authorization to provide video service.

Given these considerations, the Missouri Commission makes the following limited findings:

- 40 providers offer video service through 842 state-issued video authorizations as of July 8, 2011. These authorizations correspond to 546 distinct political subdivisions or 50.6% of all political subdivisions in Missouri.²
- Among the 842 state-issued video authorizations granted since the Act's implementation, companies will have initiated video service for 708 political subdivisions by August 27, 2011, while 134 state-issued video authorizations will not have video service implemented by this date.
- Among the 842 state-issued video authorizations subject to the Act³, providers cite wireline video service competition for 520 authorizations, while 322 authorizations do not currently indicate a wireline video service competitor.⁴
- Video service providers receiving state and locally-issued video authorization will invest over \$160,656,907 in new investment to provide video service within Missouri and pay nearly \$36,590,469 in franchise fees to political subdivisions during the time period from August 28, 2010 through August 27, 2011.
- Video service rates for providers receiving state-issued video service authorization have either remained unchanged or increased.

¹ Section 67.2693 RSMo. Prior reports can be found at <http://psc.mo.gov/video-service-franchise/video-service-franchise>.

² According to the Act a political subdivision can be a city, town, village or county. The Missouri Secretary of State 2009-2010 Missouri Roster's Classification of Municipalities lists 957 municipalities with either a third class, fourth class, village or special charter/home rule classification. There are 114 Missouri counties. Therefore, the total number of Missouri political subdivisions is approximately 1,071.

³ Video service providers subject to the Act offer video service through wireline facilities. Video service competition offered by providers through direct broadcast satellite facilities are not subject to the Act and therefore excluded from this finding.

⁴ As will be explained in this report, a distinction exists between "authorizations" versus areas or political subdivisions. Multiple authorizations can be granted for the same area.

- Customer service requirements for video service have been adopted in only 75 state-issued video service authorizations.

More detailed information concerning these findings, as well as additional information on video-related issues, is contained in the remainder of this report. The Missouri Commission's reporting requirement to the General Assembly also includes an expectation to propose recommendations as appropriate to benefit consumers. At this time, the Missouri Public Service Commission is not recommending the General Assembly re-visit this legislation. However, if the General Assembly is inclined to review the Act, the Missouri Commission makes two recommendations, which are described later in this report.

The 2007 Video Services Providers Act

The 2007 Video Services Providers Act was established through passage of Senate Bill No. 284. The bill became effective on August 28, 2007. The Act describes several General Assembly findings and declarations such as: consumers deserve the benefit of competition among all providers of video programming; creating a process for securing a state-issued video service authorization will promote the substantial interest of the state of Missouri by facilitating a competitive marketplace that will encourage investment and deploy new and innovative services; and political subdivisions will benefit by receiving new revenues and experience cost savings associated with the administrative convenience of state-issued video service authorization.⁵

One of the primary provisions of the 2007 Video Services Providers Act is the establishment of authority for the Missouri Commission to authorize the provisioning of video service in a particular area.⁶ The bill also removes the ability of any political subdivision to issue a video service authorization.⁷ If a company has been providing video service under local authorization, the company can either continue to provide video service under the existing local authorization or alternatively convert to a state-issued video service authorization.

The Missouri Commission's video authorization process, forms, and other information is available on the Commission's web site at:

<http://www.psc.mo.gov/telecommunications/video-service-franchise/video-service-franchise>

⁵ Section 67.2679 RSMo.

⁶ Section 67.2679.4 RSMo.

⁷ Section 67.2681 RSMo.

Background Information in Preparing this Report

The preparation of this report is based on Commission records, survey responses, and feedback on initial drafts of this report. Video service providers receiving authorization from the Missouri Commission for the provisioning of video services as of July 8, 2011 were given a survey. The survey attempts to gather information from the video service providers related to the provisioning of video service. An initial report was then drafted. The draft report was posted on the Commission's web site and feedback was solicited from any interested parties. The report has been modified to reflect feedback received.

Except where otherwise noted, this report provides information from the video service providers and areas receiving authorization by July 8, 2011. This date was selected for ease in preparing this report, because the number of video service providers and areas receiving authorization is constantly increasing. In this respect, this report may be more appropriately viewed as providing a snapshot based on video authorizations granted by July 8, 2011 rather than August 28, 2011.

This report will discuss the video service providers who have sought video service authorization from the Missouri Commission, followed by an analysis of the authorized video service areas. Video service availability within such areas as when providers initiated video service and the percentage of households with access to a provider's video service will be analyzed. This report will provide a brief overview of the status of video service competition. Relevant topics related to video customer service will be addressed including video service rates and PEG channels; as well as a political subdivision's option to adopt customer service requirements and complaints.

Video Service Providers

40 providers currently provide video service under video service authorization granted by the Missouri Commission which compares to 30 providers in last year's report. During the past year, ten companies have been added to this list.⁸ The resulting 40 providers should not be considered a comprehensive list of all video service providers in Missouri. Instead, this number only reflects the number of providers receiving state-issued video service authorization from the Missouri Commission. For example, many other video service providers are not subject to the Act or offer video service under locally-issued video service authorizations.

Based on survey responses for state-issued authorized areas, the 40 video service providers furnish video service to 892,208 Missouri customers, a 3% decrease from last

⁸ The ten companies added to the list are Allegiance Communications, L.L.C., Boycom Cablevision, Inc., Citizens Cablevision, Inc., CoBridge Communication (Broadband), CoBridge Communication (Telecom), County of Cass, Missouri, Ralls Technologies, L.L.C., Shell Knob Cable T.V. Inc., Socket Telecom, L.L.C. and US Cable of Coastal Texas, L.P.

year. According to survey responses, these video service providers will invest a total of \$156,602,642 in new video service investment in areas with state-issued video authorization within the past year.⁹ In addition, for the past year these providers paid \$32,605,593 in franchise fees to political subdivisions in areas with state-issued video authorization.¹⁰

Video Service Authorizations

During the past year, the number of state-issued video service authorizations has grown from 799 authorizations cited in last year's report, to 842 authorizations, which represents a 5% increase of 43 authorizations. Schedule No. 1 lists the 40 video service providers who are currently registered with the Commission for the provisioning of video service as of July 8, 2011. This schedule also identifies the number of state-issued video service authorizations for each video service provider. Based on survey question responses, the authorizations are organized based on whether video authorization has been converted from local authorization to state-issued authorization or solely issued by the Missouri Commission. This information for all 40 video service providers is summarized below:

State-Issued Video Authorizations	
Video Authorization History	Number of Authorizations
Converted from local to state-issued authorization	383
Authorization solely state-issued	459
Total Number of State-Issued Authorizations	842

Schedule No. 2 is a list of the state-issued video authorizations granted to each video service provider.

The number of video authorizations correlates to 546 areas or political subdivisions since the Commission has granted video service authorization to multiple providers for the same area. In comparison, last year's report cited 799 state-issued authorizations which translated into 519 areas. In this regard, the number of areas with state-issued authorization appears to have grown by 27 areas or 5%.

⁹ It should be noted that several companies were unable to provide any estimate.

¹⁰ These companies also paid \$3,984,875 in franchise fees for areas with locally-issued authorization. For comparative purposes, this amount is down from the \$4,672,894 cited for the August 28, 2009 to August 28, 2010 time period.

The number of areas based on the number of providers with state-issued video service authorization for this year's results is shown in the following table:

Number of Providers	Number of Areas	Total Authorizations
1 provider	334	334
2 providers	164	328
3 providers	23	69
4 providers	17	68
5 providers	6	30
6 providers	1	6
7 providers	1	7
Total	546	842

These numbers should be carefully interpreted and not necessarily be viewed as a gauge for video service competition. For example, these numbers do not reflect whether video service is currently being provided, but rather only that the Missouri Commission has granted video service authorization to a provider for that area. Some authorizations pertain to counties and multiple providers may or may not provide video service within the same areas in the county. In addition, some video service providers establish joint ventures with other providers to provide video service to an area and both providers may have applied for authorization. Also note this information is based solely on video service authorizations granted by the Missouri Commission and does not include locally-issued video service authorizations, nor the availability and video service from dish satellite services.

An up-to-date list identifying the specific political subdivision areas granted to each provider is available on the Missouri Commission's web site at: <https://www.efis.psc.mo.gov/mpsc/VideoFranchiseAuthorization.html>.¹¹ This list provides such additional information as the initial fee imposed by a political subdivision, case number and whether the application has been approved or is pending. In addition, this list provides a link to any video service provider's case file, enabling immediate access to any and all information filed in the case.

Video Service Availability in Authorized Areas

Among the video service authorizations granted by the Missouri Commission, the video service provider may have already been providing video service to the area prior to the implementation of the Act. Alternatively, a provider may have initiated video service after receiving state-issued authorization, or a provider may have not yet established video service.

¹¹ This list can be searched in a variety of ways based on the criteria of county, city, or by video service provider. For a complete list of all providers and political subdivisions with state-issued authorization, simply click "search" without selecting any criteria.

Listed below is the time line for providing video service in an area with state-issued video authorization:

Video Service Initiation Status in State-Issued Authorized Areas	
The date the requesting company initiated video service to the area...	Number of Authorizations
Pre-August 28, 2007	364
August 28, 2007 through August 27, 2008	156
August 28, 2008 to August 27, 2009	85
August 28, 2009 to August 27, 2010	33
August 28, 2010 to August 27, 2011	34
Implementation date set after August 28, 2011	36
No implementation date set at this time	134
Total	842

In order to gauge the availability of a provider's video service in a given area, each video service provider was asked to provide the percentage of households that can access the provider's video service within the provider's authorized area. This information does not attempt to measure the percentage of households subscribing to a provider's video service, but rather what percentage of households have the capability to subscribe to the provider's video service. These numbers also do not attempt to distinguish between political subdivisions based on whether a political subdivision is a city or a county. This information is summarized below. For comparative purposes, last year's numbers are also included in this table.

Households with access to provider's video service		
Percentage of Households	Number of Authorizations	
	Current	Last Year
0%	168	155
1% to 25%	56	56
26% to 50%	174	164
51% to 75%	21	17
76% to 100%	423	407
Total	842	799

When comparing the total number of authorizations from last year to this year; there was an increase in authorizations. Perhaps the most notable is the growth in the number of authorizations where 76% to 100% of households have access to the provider's video service. For example, last year 407 authorizations fell into this category; however this year 423 authorizations are in this category. Presumably, this growth is from video service expansion efforts for the 407 authorizations cited in last year's report for the 76% to 100% household category.¹²

¹² One company's response pointed out that this growth may not only be due to expansion efforts but also due to the fact that traditional cable television providers, formerly local franchises, were at penetration levels already at 76% and above.

Video Service Competition

One of the Act's policy initiatives is to promote competition among all providers of video programming.¹³ Video service providers receiving authorization from the Missouri Commission were asked to quantify the number of video service authorizations with 0, 1, 2, or 3+ competitors, respectively, excluding satellite-based competitors such as DishNetwork or DirectTV. Company responses suggest among the 842 state-issued authorizations, competition has increased in some areas. Providers cite wireline video service competition for 520 authorizations (or 62%) versus 322 authorizations (or 38%) without any wireline video competition. This information is summarized below:

Video Competition	
Number of video competitors	Number of Authorizations ¹⁴
0	322
1	150
2	62
3+	308
Total	842

In comparison with last year's report, the number of authorizations with 3+ providers has significantly increased. For example, last year's report cited only 134 authorizations with 3+ providers, while this year's report cites 308 authorizations. This comparison suggests video service competition in some areas has increased. In contrast, other areas may not be seeing an increase in video service competitive activity since comparison with last year's report indicates the other categories have remained relatively steady.¹⁵

Customer Service

Video Service Rates

Video service providers were requested to provide limited video service rate information including the identification of any rate adjustments for video service during the past year. The monthly rate for a company's least expensive basic video service tier ranged from \$11.99 to \$129.95. In general, most companies' rates have increased only a few dollars, while others have not changed at all. No company reported decreased rates for the company's least expensive basic video service. Most companies also offer Internet and voice services. Various packages for these services are offered by the

¹³ Section 67.2679.1 RSMo.

¹⁴ One company's response to the survey question is "Unknown; may refer to authorizations granted." Competition was assumed if another provider received state-issued authorization for the same area.

¹⁵ For instance, in comparison with last year's report, the number of authorizations with 0 competitors declined from 347 to 322; the number of authorizations with 1 competitor declined from 257 to 150; and the number of authorizations with 2 competitors grew from 61 to 62.

company. For example, many companies offer price savings if the customer subscribes to a package of video, Internet and voice services. The average monthly rate for a package that includes video, Internet and voice services is \$104.86. The typical total monthly bill for a company's average video customer is \$62.16.¹⁶

Public, Educational, or Governmental (PEG) Channels

The Act contains requirements relating to the provision of public, educational or governmental (PEG) channels.¹⁷ For example, a franchise entity can require a video service provider to provide up to three PEG channels depending on the franchise entity's population. Additional conditions, including the ability to remove PEG channels, are contained in this statute. The video service providers were requested to identify their cumulative total of political subdivisions served with a certain number of PEG channels. Based on company responses, listed below are the numbers of political subdivisions with PEG channel offerings:

Number of Authorizations Based on PEG Channel Availability			
0 PEG	1 PEG	2 PEGs	3+ PEGs
440	75	69	258

In the past year, the number of PEG channels has not changed for 838 political subdivisions and 2 political subdivisions have seen an increase. Two political subdivisions have seen a decrease in PEG channels.

Adoption of Customer Service Requirements

The Act allows a political subdivision to adopt certain customer service requirements.¹⁸ Among the 40 video service providers, customer service requirements have been adopted in 75 political subdivisions. Customer service requirements have not been adopted in 767 political subdivisions. Providers were queried as to why relatively few political subdivisions adopt customer service requirements. Company responses generally state they strive to offer a good product in order to remain competitive in the market and therefore are meeting adequate consumer standards without formal adoption of specific customer service requirements. On the other hand, feedback from communities suggests the reason why most communities don't adopt customer service requirements is because there is no practical method to enforce such requirements.

¹⁶ While companies reported steady to increased prices for basic video service, they also reported a decline in the typical monthly bill for a company's average video customer. A decline from \$65.69 reported by companies last year.

¹⁷ Section 67.2703 RSMo.

¹⁸ Section 67.2692.2 RSMo.

Complaints

Each video service provider was asked to quantify the average number of consumer video service complaints per month for their total Missouri video service area. In addition, providers were asked if this number has been increasing, decreasing or has remained relatively stable. Responses varied whereby providers claim to receive an average of 0 to 275 complaints each month.¹⁹ Four companies state complaints have increased and seven companies state complaints have decreased. According to the video service providers, the most common types of video service complaints are billing questions as well as technical questions, such as remote and set top box questions, picture clarity and channel disruption.

The Missouri Commission does not have jurisdiction to address video service complaints.²⁰ Only three video-related complaints have been received by the Missouri Commission during the past 12 months. In comparison the Missouri Commission received four video-related complaints from August 2009 through July 2010. The issues associated with all of these complaints primarily pertain to service quality and billing issues.

A political subdivision has the authority to request nonbinding mediation or file a complaint against video service providers.²¹ Such action may be taken to address repeated, willful and material violations. To the best of our knowledge, no such requests have been made by any political subdivision with the administrative hearing commission. Nevertheless, feedback from communities shows growing frustration with the inability of consumers to have complaints adequately addressed.

Video Report Feedback

A copy of the draft report was posted on the Commission website soliciting feedback from outside companies, in addition to emailing a copy of the draft report to all companies who completed a survey. Feedback was received from several communities and companies. Comments provided alleged concerns with PEG channels, poor customer service and a lack of process for addressing complaints. Feedback also addressed alleged technical issues presented in the report. Schedule 3 contains copies of the specific feedback provided.

¹⁹ Four companies claim to not receive any complaints.

²⁰ Section 67.2692.3 RSMo.

²¹ Section 67.2692.6 RSMo.

The Act directs the Missouri Commission to make recommendations in this report as it deems appropriate to benefit consumers. The Missouri Commission has no recommendations to significantly reform the 2007 Video Services Providers Act; however, the Missouri Commission makes the following minor recommendations:

- 1. Eliminate the requirement for the Commission to post franchise fee.*
- 2. Create a provision for video service authorization in a specific area to be null and void if not exercised within a reasonable time period.*

The rationale and explanations for these recommendations are contained in the Missouri Commission's initial report located at: <http://psc.mo.gov/video-service-franchise/video-service-franchise> under "Video Report."

Companies with State-Issued Video Service Authorizations

Company	# of Authorizations	
	Converted from local	Solely state-issued
Allegiance Communications, LLC	12	0
AT&T Missouri	0	159
BlueBird Media, LLC	0	115
Boycom Cablevision Inc.	No response	No response
Cable America Missouri, LLC	7	12
Cable One, Inc.	3	2
Cebridge Acquisition, L.P. d/b/a Suddenlink Communications	14	0
CenturyLink	1	1
Chariton Valley Communications Corporation, Inc.	6	16
Charter Communications Entertainment I, LLC d/b/a Charter Communications	123	1
Citizens Cablevision, Inc.	0	15
CoBridge Communications (Broadband)	No response	No response
CoBridge Communications (Telecom)	No response	No response
Comcast	23	0
County of Cass Missouri	0	1
ExOp of Missouri, Inc. d/b/a FairPoint Communications	4	0
FairPoint Communications Missouri, Inc. d/b/a FairPoint Communications	0	10
Falcon Cablevision, a California Limited Partnership d/b/a Charter Communications	17	6
Falcon Telecable, a California Limited Partnership d/b/a Charter Communications	52	10
Fidelity Cablevision, Inc.	5	11
Friendship Cable of Arkansas, Inc. d/b/a Suddenlink Communications	9	0
Green Hills Communications, Inc.	0	13
GTC Video, Inc.	0	4
Le-Ru Telephone Company	2	0
MCC Missouri, LLC	73	32
McDonald County Multimedia, LLC	0	3
Mid-Missouri Telephone Company	2	9
Northeast Missouri Rural Telephone Company	0	20
NPG Cable Inc. d/b/a St. Joseph Cablevision	8	0
N.W. Communications Company	2	0
Poplar Bluff Municipal Utilities and City Cable	0	1
Ralls Technologies, LLC	No response	No response
Rock Port Telephone Company	5	0
S-Go Leasing Company, d/b/a S-GoVideo	0	6
Shell Knob Cable TV Inc.	0	2

Socket Telecom, LLC	0	3
Time Warner Entertainment-Advance Newhouse (TWEAN) d/b/a Time Warner Cable	12	6
US Cable of Coastal Texas, LP	No response	No response
Windjammer Communications LLC	1	1
Windstream Missouri, Inc.	2	0
Totals	383	459
Grand Total	842	

Missouri Areas with State-Issued Video Authorization

Video Service Provider	Area		Total
Allegiance Communications, LLC	Braymer (City)	1	
Allegiance Communications, LLC	Camden Point (City)	2	
Allegiance Communications, LLC	Dearborn (City)	3	
Allegiance Communications, LLC	Edgerton (City)	4	
Allegiance Communications, LLC	Gower (City)	5	
Allegiance Communications, LLC	Hamilton (City)	6	
Allegiance Communications, LLC	Lathrop (City)	7	
Allegiance Communications, LLC	Maysville (City)	8	
Allegiance Communications, LLC	Plattsburg (City)	9	
Allegiance Communications, LLC	Rush Hill (City)	10	
Allegiance Communications, LLC	Seligman (City)	11	
Allegiance Communications, LLC	Washburn (City)	12	
		Total:	12
AT&T Missouri	Arnold (City)	1	
AT&T Missouri	Avondale (City)	2	
AT&T Missouri	Ballwin (City)	3	
AT&T Missouri	Battlefield (City)	4	
AT&T Missouri	Bel-Nor (City)	5	
AT&T Missouri	Bel-Ridge (City)	6	
AT&T Missouri	Bella Villa (City)	7	
AT&T Missouri	Bellefontaine Neighbors (Town or Village)	8	
AT&T Missouri	Belton (City)	9	
AT&T Missouri	Berkeley (City)	10	
AT&T Missouri	Beverly Hills (City)	11	
AT&T Missouri	Black Jack (City)	12	
AT&T Missouri	Blue Springs (City)	13	
AT&T Missouri	Breckenridge Hills (City)	14	
AT&T Missouri	Brentwood (City)	15	
AT&T Missouri	Bridgeton (City)	16	
AT&T Missouri	Byrnes Mill (City)	17	
AT&T Missouri	Calverton Park (City)	18	
AT&T Missouri	Cass (County)	19	
AT&T Missouri	Champ (City)	20	
AT&T Missouri	Charlack (City)	21	
AT&T Missouri	Chesterfield (City)	22	
AT&T Missouri	Christian (County)	23	
AT&T Missouri	Clarkson Valley (City)	24	
AT&T Missouri	Clay (County)	25	
AT&T Missouri	Claycomo (City)	26	

AT&T Missouri	Clayton (City)	27	
AT&T Missouri	Cool Valley (City)	28	
AT&T Missouri	Cottleville (City)	29	
AT&T Missouri	Country Life Acres (City)	30	
AT&T Missouri	Crestwood (City)	31	
AT&T Missouri	Creve Coeur (City)	32	
AT&T Missouri	Crystal City (City)	33	
AT&T Missouri	Crystal Lake Park (City)	34	
AT&T Missouri	Dardenne Prairie (City)	35	
AT&T Missouri	Dellwood (City)	36	
AT&T Missouri	Des Peres (City)	37	
AT&T Missouri	Edmundson (City)	38	
AT&T Missouri	Ellisville (City)	39	
AT&T Missouri	Eureka (City)	40	
AT&T Missouri	Farley (City)	41	
AT&T Missouri	Farmington (City)	42	
AT&T Missouri	Fenton (City)	43	
AT&T Missouri	Ferguson (City)	44	
AT&T Missouri	Festus (City)	45	
AT&T Missouri	Florissant (City)	46	
AT&T Missouri	Franklin (County)	47	
AT&T Missouri	Fremont Hills (City)	48	
AT&T Missouri	Frontenac (City)	49	
AT&T Missouri	Gladstone (City)	50	
AT&T Missouri	Glen Echo Park (City)	51	
AT&T Missouri	Glenaire (City)	52	
AT&T Missouri	Glendale (City)	53	
AT&T Missouri	Grain Valley (City)	54	
AT&T Missouri	Grandview (City)	55	
AT&T Missouri	Grantwood Village (Town or Village)	56	
AT&T Missouri	Green Park (City)	57	
AT&T Missouri	Greendale (City)	58	
AT&T Missouri	Greene (County)	59	
AT&T Missouri	Greenwood (City)	60	
AT&T Missouri	Hanley Hills (City)	61	
AT&T Missouri	Hazelwood (City)	62	
AT&T Missouri	Herculaneum (City)	63	
AT&T Missouri	Hillsboro (City)	64	
AT&T Missouri	Houston Lake (City)	65	
AT&T Missouri	Huntleigh (City)	66	
AT&T Missouri	Independence (City)	67	
AT&T Missouri	Jackson (County)	68	
AT&T Missouri	Jefferson (County)	69	

AT&T Missouri	Jennings (City)	70	
AT&T Missouri	Kansas City (City)	71	
AT&T Missouri	Kimmswick (City)	72	
AT&T Missouri	Kirkwood (City)	73	
AT&T Missouri	Ladue (City)	74	
AT&T Missouri	Lake Lotawana (City)	75	
AT&T Missouri	Lake Tapawingo (City)	76	
AT&T Missouri	Lake Waukomis (City)	77	
AT&T Missouri	Lake Winnebago (City)	78	
AT&T Missouri	Lakeshire (City)	79	
AT&T Missouri	Lee's Summit (City)	80	
AT&T Missouri	Liberty (City)	81	
AT&T Missouri	MacKenzie (City)	82	
AT&T Missouri	Manchester (City)	83	
AT&T Missouri	Maplewood (City)	84	
AT&T Missouri	Marlborough (City)	85	
AT&T Missouri	Marshall (City)	86	
AT&T Missouri	Maryland Heights (City)	87	
AT&T Missouri	Moline Acres (City)	88	
AT&T Missouri	Nixa (City)	89	
AT&T Missouri	Normandy (City)	90	
AT&T Missouri	North Kansas City (City)	91	
AT&T Missouri	Northmoor (City)	92	
AT&T Missouri	Northwoods (City)	93	
AT&T Missouri	Norwood Court (City)	94	
AT&T Missouri	O'Fallon (City)	95	
AT&T Missouri	Oakland (City)	96	
AT&T Missouri	Oaks (City)	97	
AT&T Missouri	Oakview (City)	98	
AT&T Missouri	Oakwood (City)	99	
AT&T Missouri	Oakwood Park (City)	100	
AT&T Missouri	Olivette (City)	101	
AT&T Missouri	Overland (City)	102	
AT&T Missouri	Pagedale (City)	103	
AT&T Missouri	Parkdale (City)	104	
AT&T Missouri	Parkville (City)	105	
AT&T Missouri	Pasadena Hills (City)	106	
AT&T Missouri	Pasadena Park (City)	107	
AT&T Missouri	Pettis (County)	108	
AT&T Missouri	Pevely (City)	109	
AT&T Missouri	Pine Lawn (City)	110	
AT&T Missouri	Platte (County)	111	
AT&T Missouri	Platte Woods (City)	112	
AT&T Missouri	Pleasant Valley (City)	113	

AT&T Missouri	Randolph (City)	114	
AT&T Missouri	Raymore (City)	115	
AT&T Missouri	Raytown (City)	116	
AT&T Missouri	Republic (City)	117	
AT&T Missouri	Richmond Heights (City)	118	
AT&T Missouri	Riverside (City)	119	
AT&T Missouri	Riverview (City)	120	
AT&T Missouri	Rock Hill (City)	121	
AT&T Missouri	Saline (County)	122	
AT&T Missouri	Scotsdale (City)	123	
AT&T Missouri	Sedalia (City)	124	
AT&T Missouri	Shrewsbury (City)	125	
AT&T Missouri	Smithville (City)	126	
AT&T Missouri	Springfield (City)	127	
AT&T Missouri	St. Ann (City)	128	
AT&T Missouri	St. Charles (City)	129	
AT&T Missouri	St. Charles (County)	130	
AT&T Missouri	St. Francois (County)	131	
AT&T Missouri	St. Genevieve (County)	132	
AT&T Missouri	St. George (City)	133	
AT&T Missouri	St. John (City)	134	
AT&T Missouri	St. Louis (City)	135	
AT&T Missouri	St. Louis County (County)	136	
AT&T Missouri	St. Peters (City)	137	
AT&T Missouri	Sugar Creek (City)	138	
AT&T Missouri	Sunset Hills (City)	139	
AT&T Missouri	Sycamore Hills (City)	140	
AT&T Missouri	Town and Country (City)	141	
AT&T Missouri	Twin Oaks (City)	142	
AT&T Missouri	Unity Village (City)	143	
AT&T Missouri	University City (City)	144	
AT&T Missouri	Valley Park (City)	145	
AT&T Missouri	Velda Village Hills (City)	146	
AT&T Missouri	Vinita Park (City)	147	
AT&T Missouri	Vinita Terrace (City)	148	
AT&T Missouri	Warson Woods (City)	149	
AT&T Missouri	Washington (City)	150	
AT&T Missouri	Weatherby Lake (City)	151	
AT&T Missouri	Webster Groves (City)	152	
AT&T Missouri	Weldon Spring (City)	153	
AT&T Missouri	Wellston (City)	154	
AT&T Missouri	Westwood (City)	155	
AT&T Missouri	Wilbur Park (City)	156	

AT&T Missouri	Wildwood (City)	157	
AT&T Missouri	Winchester (City)	158	
AT&T Missouri	Woodson Terrace (City)	159	
		Total:	159
BlueBird Media, L.L.C.	Adair (County)	1	
BlueBird Media, L.L.C.	Andrew (County)	2	
BlueBird Media, L.L.C.	Atchison (County)	3	
BlueBird Media, L.L.C.	Audrain (County)	4	
BlueBird Media, L.L.C.	Barry (County)	5	
BlueBird Media, L.L.C.	Barton (County)	6	
BlueBird Media, L.L.C.	Bates (County)	7	
BlueBird Media, L.L.C.	Benton (County)	8	
BlueBird Media, L.L.C.	Bollinger (County)	9	
BlueBird Media, L.L.C.	Boone (County)	10	
BlueBird Media, L.L.C.	Buchanan (County)	11	
BlueBird Media, L.L.C.	Butler (County)	12	
BlueBird Media, L.L.C.	Caldwell (County)	13	
BlueBird Media, L.L.C.	Callaway (County)	14	
BlueBird Media, L.L.C.	Camden (County)	15	
BlueBird Media, L.L.C.	Cape Girardeau (County)	16	
BlueBird Media, L.L.C.	Carroll (County)	17	
BlueBird Media, L.L.C.	Carter (County)	18	
BlueBird Media, L.L.C.	Cass (County)	19	
BlueBird Media, L.L.C.	Cedar (County)	20	
BlueBird Media, L.L.C.	Chariton (County)	21	
BlueBird Media, L.L.C.	Christian (County)	22	
BlueBird Media, L.L.C.	Clark (County)	23	
BlueBird Media, L.L.C.	Clay (County)	24	
BlueBird Media, L.L.C.	Clinton (County)	25	
BlueBird Media, L.L.C.	Cole (County)	26	
BlueBird Media, L.L.C.	Cooper (County)	27	
BlueBird Media, L.L.C.	Crawford (County)	28	
BlueBird Media, L.L.C.	Dade (County)	29	
BlueBird Media, L.L.C.	Dallas (County)	30	
BlueBird Media, L.L.C.	Daviess (County)	31	
BlueBird Media, L.L.C.	DeKalb (County)	32	
BlueBird Media, L.L.C.	Dent (County)	33	
BlueBird Media, L.L.C.	Douglas (County)	34	
BlueBird Media, L.L.C.	Dunklin (County)	35	
BlueBird Media, L.L.C.	Franklin (County)	36	
BlueBird Media, L.L.C.	Gasconade (County)	37	
BlueBird Media, L.L.C.	Gentry (County)	38	
BlueBird Media, L.L.C.	Greene (County)	39	
BlueBird Media, L.L.C.	Grundy (County)	40	

BlueBird Media, L.L.C.	Harrison (County)	41	
BlueBird Media, L.L.C.	Henry (County)	42	
BlueBird Media, L.L.C.	Hickory (County)	43	
BlueBird Media, L.L.C.	Holt (County)	44	
BlueBird Media, L.L.C.	Howard (County)	45	
BlueBird Media, L.L.C.	Howell (County)	46	
BlueBird Media, L.L.C.	Iron (County)	47	
BlueBird Media, L.L.C.	Jackson (County)	48	
BlueBird Media, L.L.C.	Jasper (County)	49	
BlueBird Media, L.L.C.	Jefferson (County)	50	
BlueBird Media, L.L.C.	Johnson (County)	51	
BlueBird Media, L.L.C.	Knox (County)	52	
BlueBird Media, L.L.C.	Laclede (County)	53	
BlueBird Media, L.L.C.	Lafayette (County)	54	
BlueBird Media, L.L.C.	Lawrence (County)	55	
BlueBird Media, L.L.C.	Lewis (County)	56	
BlueBird Media, L.L.C.	Lincoln (County)	57	
BlueBird Media, L.L.C.	Linn (County)	58	
BlueBird Media, L.L.C.	Livingston (County)	59	
BlueBird Media, L.L.C.	Macon (County)	60	
BlueBird Media, L.L.C.	Madison (County)	61	
BlueBird Media, L.L.C.	Maries (County)	62	
BlueBird Media, L.L.C.	Marion (County)	63	
BlueBird Media, L.L.C.	McDonald (County)	64	
BlueBird Media, L.L.C.	Mercer (County)	65	
BlueBird Media, L.L.C.	Miller (County)	66	
BlueBird Media, L.L.C.	Mississippi (County)	67	
BlueBird Media, L.L.C.	Moniteau (County)	68	
BlueBird Media, L.L.C.	Monroe (County)	69	
BlueBird Media, L.L.C.	Montgomery (County)	70	
BlueBird Media, L.L.C.	Morgan (County)	71	
BlueBird Media, L.L.C.	New Madrid (County)	72	
BlueBird Media, L.L.C.	Newton (County)	73	
BlueBird Media, L.L.C.	Nodaway (County)	74	
BlueBird Media, L.L.C.	Oregon (County)	75	
BlueBird Media, L.L.C.	Osage (County)	76	
BlueBird Media, L.L.C.	Ozark (County)	77	
BlueBird Media, L.L.C.	Pemiscot (County)	78	
BlueBird Media, L.L.C.	Perry (County)	79	
BlueBird Media, L.L.C.	Pettis (County)	80	
BlueBird Media, L.L.C.	Phelps (County)	81	
BlueBird Media, L.L.C.	Pike (County)	82	
BlueBird Media, L.L.C.	Platte (County)	83	
BlueBird Media, L.L.C.	Polk (County)	84	

BlueBird Media, L.L.C.	Pulaski (County)	85	
BlueBird Media, L.L.C.	Putnam (County)	86	
BlueBird Media, L.L.C.	Ralls (County)	87	
BlueBird Media, L.L.C.	Randolph (County)	88	
BlueBird Media, L.L.C.	Ray (County)	89	
BlueBird Media, L.L.C.	Reynolds (County)	90	
BlueBird Media, L.L.C.	Ripley (County)	91	
BlueBird Media, L.L.C.	Saline (County)	92	
BlueBird Media, L.L.C.	Schuyler (County)	93	
BlueBird Media, L.L.C.	Scotland (County)	94	
BlueBird Media, L.L.C.	Scott (County)	95	
BlueBird Media, L.L.C.	Shannon (County)	96	
BlueBird Media, L.L.C.	Shelby (County)	97	
BlueBird Media, L.L.C.	St. Charles (County)	98	
BlueBird Media, L.L.C.	St. Clair (County)	99	
BlueBird Media, L.L.C.	St. Francois (County)	100	
BlueBird Media, L.L.C.	St. Genevieve (County)	101	
BlueBird Media, L.L.C.	St. Louis City (County)	102	
BlueBird Media, L.L.C.	St. Louis County (County)	103	
BlueBird Media, L.L.C.	Stoddard (County)	104	
BlueBird Media, L.L.C.	Stone (County)	105	
BlueBird Media, L.L.C.	Sullivan (County)	106	
BlueBird Media, L.L.C.	Taney (County)	107	
BlueBird Media, L.L.C.	Texas (County)	108	
BlueBird Media, L.L.C.	Vernon (County)	109	
BlueBird Media, L.L.C.	Warren (County)	110	
BlueBird Media, L.L.C.	Washington (County)	111	
BlueBird Media, L.L.C.	Wayne (County)	112	
BlueBird Media, L.L.C.	Webster (County)	113	
BlueBird Media, L.L.C.	Worth (County)	114	
BlueBird Media, L.L.C.	Wright (County)	115	
		Total:	115
Boycom Cablevision Inc.	Butler (County)	1	
Boycom Cablevision Inc.	Fisk (City)	2	
Boycom Cablevision Inc.	Poplar Bluff (City)	3	
Boycom Cablevision Inc.	Puxico (City)	4	
Boycom Cablevision Inc.	Qulin (City)	5	
Boycom Cablevision Inc.	Stoddard (County)	6	
		Total:	6
Cable America Missouri, LLC	Clever (City)	1	
Cable America Missouri, LLC	Dixon (City)	2	
Cable America Missouri, LLC	Doolittle (City)	3	
Cable America Missouri, LLC	Greene (County)	4	

Cable America Missouri, LLC	Marthasville (City)	5	
Cable America Missouri, LLC	Maryland Heights (City)	6	
Cable America Missouri, LLC	Mountain Grove (City)	7	
Cable America Missouri, LLC	New Melle (City)	8	
Cable America Missouri, LLC	Phelps (County)	9	
Cable America Missouri, LLC	Raymondville (City)	10	
Cable America Missouri, LLC	Republic (City)	11	
Cable America Missouri, LLC	Richland (City)	12	
Cable America Missouri, LLC	Rolla (City)	13	
Cable America Missouri, LLC	St. Charles (County)	14	
Cable America Missouri, LLC	St. Louis County (County)	15	
Cable America Missouri, LLC	St. Robert (City)	16	
Cable America Missouri, LLC	Texas (County)	17	
Cable America Missouri, LLC	Warren (County)	18	
Cable America Missouri, LLC	Willow Springs (City)	19	
		Total:	19
Cable One, Inc	Dennis Acres (City)	1	
Cable One, Inc	Jasper (County)	2	
Cable One, Inc	Joplin (City)	3	
Cable One, Inc	Newton (County)	4	
Cable One, Inc	Webb City (City)	5	
		Total:	5
CenturyTel Broadband Services, LLC	Columbia (City)	1	
CenturyTel Broadband Services, LLC	Jefferson City (City)	2	
		Total:	2
Chariton Valley Communication Corporation	Atlanta (City)	1	
Chariton Valley Communication Corporation	Bevier (City)	2	
Chariton Valley Communication Corporation	Bosworth (City)	3	
Chariton Valley Communication Corporation	Bucklin (City)	4	
Chariton Valley Communication Corporation	Callao (City)	5	
Chariton Valley Communication Corporation	Carroll (County)	6	
Chariton Valley Communication Corporation	Chariton (County)	7	

Chariton Valley Communication Corporation	De Witt (City)	8	
Chariton Valley Communication Corporation	Excello (City)	9	
Chariton Valley Communication Corporation	Hale (City)	10	
Chariton Valley Communication Corporation	Howard (County)	11	
Chariton Valley Communication Corporation	Huntsville (City)	12	
Chariton Valley Communication Corporation	Jacksonville (City)	13	
Chariton Valley Communication Corporation	Linn (County)	14	
Chariton Valley Communication Corporation	Livingston (County)	15	
Chariton Valley Communication Corporation	Macon (City)	16	
Chariton Valley Communication Corporation	Macon (County)	17	
Chariton Valley Communication Corporation	Monroe (County)	18	
Chariton Valley Communication Corporation	New Cambria (City)	19	
Chariton Valley Communication Corporation	Randolph (County)	20	
Chariton Valley Communication Corporation	Salisbury (City)	21	
Chariton Valley Communication Corporation	Shelby (County)	22	
		Total:	22
Charter Communications (Charter)	Arnold (City)	1	
Charter Communications (Charter)	Ballwin (City)	2	
Charter Communications (Charter)	Bel-Nor (City)	3	
Charter Communications (Charter)	Bel-Ridge (City)	4	
Charter Communications (Charter)	Bella Villa (City)	5	
Charter Communications (Charter)	Bellefontaine Neighbors (Town or Village)	6	
Charter Communications (Charter)	Bellerive (City)	7	
Charter Communications (Charter)	Berkeley (City)	8	
Charter Communications (Charter)	Beverly Hills (City)	9	
Charter Communications (Charter)	Black Jack (City)	10	
Charter Communications (Charter)	Breckenridge Hills (City)	11	
Charter Communications (Charter)	Brentwood (City)	12	

Charter Communications (Charter)	Bridgeton (City)	13	
Charter Communications (Charter)	Byrnes Mill (City)	14	
Charter Communications (Charter)	Calverton Park (City)	15	
Charter Communications (Charter)	Cedar Hill Lakes (City)	16	
Charter Communications (Charter)	Charlack (City)	17	
Charter Communications (Charter)	Chesterfield (City)	18	
Charter Communications (Charter)	Clarkson Valley (City)	19	
Charter Communications (Charter)	Clayton (City)	20	
Charter Communications (Charter)	Cool Valley (City)	21	
Charter Communications (Charter)	Cottleville (City)	22	
Charter Communications (Charter)	Country Club Hills (City)	23	
Charter Communications (Charter)	Country Life Acres (City)	24	
Charter Communications (Charter)	Crestwood (City)	25	
Charter Communications (Charter)	Creve Coeur (City)	26	
Charter Communications (Charter)	Crystal City (City)	27	
Charter Communications (Charter)	Crystal Lake Park (City)	28	
Charter Communications (Charter)	Dardenne Prairie (City)	29	
Charter Communications (Charter)	De Soto (City)	30	
Charter Communications (Charter)	Dellwood (City)	31	
Charter Communications (Charter)	Des Peres (City)	32	
Charter Communications (Charter)	Edmundson (City)	33	
Charter Communications (Charter)	Ellisville (City)	34	
Charter Communications (Charter)	Eureka (City)	35	
Charter Communications (Charter)	Fenton (City)	36	
Charter Communications (Charter)	Ferguson (City)	37	
Charter Communications (Charter)	Festus (City)	38	
Charter Communications (Charter)	Flint Hill (City)	39	
Charter Communications (Charter)	Flordell Hills (City)	40	
Charter Communications (Charter)	Florissant (City)	41	
Charter Communications (Charter)	Fountain & Lakes (City)	42	
Charter Communications (Charter)	Franklin (County)	43	
Charter Communications (Charter)	Frontenac (City)	44	
Charter Communications (Charter)	Glen Echo Park (City)	45	
Charter Communications (Charter)	Glendale (City)	46	
Charter Communications (Charter)	Grantwood Village (Town or Village)	47	
Charter Communications (Charter)	Green Park (City)	48	
Charter Communications (Charter)	Greendale (City)	49	
Charter Communications (Charter)	Hanley Hills (City)	50	
Charter Communications (Charter)	Hazelwood (City)	51	
Charter Communications (Charter)	Herculaneum (City)	52	
Charter Communications (Charter)	Hillsboro (City)	53	
Charter Communications (Charter)	Hillsdale (City)	54	
Charter Communications (Charter)	Huntleigh (City)	55	

Charter Communications (Charter)	Jefferson (County)	56	
Charter Communications (Charter)	Jennings (City)	57	
Charter Communications (Charter)	Kimmswick (City)	58	
Charter Communications (Charter)	Kinloch (City)	59	
Charter Communications (Charter)	Kirkwood (City)	60	
Charter Communications (Charter)	Ladue (City)	61	
Charter Communications (Charter)	Lake St. Louis (City)	62	
Charter Communications (Charter)	Lakeshire (City)	63	
Charter Communications (Charter)	Lincoln (County)	64	
Charter Communications (Charter)	MacKenzie (City)	65	
Charter Communications (Charter)	Manchester (City)	66	
Charter Communications (Charter)	Maplewood (City)	67	
Charter Communications (Charter)	Marlborough (City)	68	
Charter Communications (Charter)	Maryland Heights (City)	69	
Charter Communications (Charter)	Moline Acres (City)	70	
Charter Communications (Charter)	Moscow Mills (City)	71	
Charter Communications (Charter)	Normandy (City)	72	
Charter Communications (Charter)	Northwoods (City)	73	
Charter Communications (Charter)	Norwood Court (City)	74	
Charter Communications (Charter)	O'Fallon (City)	75	
Charter Communications (Charter)	Oakland (City)	76	
Charter Communications (Charter)	Olivette (City)	77	
Charter Communications (Charter)	Olympian Village (City)	78	
Charter Communications (Charter)	Overland (City)	79	
Charter Communications (Charter)	Pacific (City)	80	
Charter Communications (Charter)	Pagedale (City)	81	
Charter Communications (Charter)	Pasadena Hills (City)	82	
Charter Communications (Charter)	Pasadena Park (City)	83	
Charter Communications (Charter)	Pevely (City)	84	
Charter Communications (Charter)	Pine Lawn (City)	85	
Charter Communications (Charter)	Richmond Heights (City)	86	
Charter Communications (Charter)	Riverview (City)	87	
Charter Communications (Charter)	Rock Hill (City)	88	
Charter Communications (Charter)	Shrewsbury (City)	89	
Charter Communications (Charter)	St. Ann (City)	90	
Charter Communications (Charter)	St. Charles (City)	91	
Charter Communications (Charter)	St. Charles (County)	92	
Charter Communications (Charter)	St. George (City)	93	
Charter Communications (Charter)	St. John (City)	94	
Charter Communications (Charter)	St. Louis (City)	95	
Charter Communications (Charter)	St. Louis County (County)	96	
Charter Communications (Charter)	St. Paul (City)	97	
Charter Communications (Charter)	St. Peters (City)	98	

Charter Communications (Charter)	Sunset Hills (City)	99	
Charter Communications (Charter)	Sycamore Hills (City)	100	
Charter Communications (Charter)	Town and Country (City)	101	
Charter Communications (Charter)	Troy (City)	102	
Charter Communications (Charter)	Truesdale (City)	103	
Charter Communications (Charter)	Twin Oaks (City)	104	
Charter Communications (Charter)	University City (City)	105	
Charter Communications (Charter)	Uplands Park (City)	106	
Charter Communications (Charter)	Valley Park (City)	107	
Charter Communications (Charter)	Velda City (City)	108	
Charter Communications (Charter)	Velda Village Hills (City)	109	
Charter Communications (Charter)	Vinita Park (City)	110	
Charter Communications (Charter)	Vinita Terrace (City)	111	
Charter Communications (Charter)	Warren (County)	112	
Charter Communications (Charter)	Warrenton (City)	113	
Charter Communications (Charter)	Warson Woods (City)	114	
Charter Communications (Charter)	Webster Groves (City)	115	
Charter Communications (Charter)	Weldon Spring (City)	116	
Charter Communications (Charter)	Weldon Spring Heights (City)	117	
Charter Communications (Charter)	Wentzville (City)	118	
Charter Communications (Charter)	Westwood (City)	119	
Charter Communications (Charter)	Wilbur Park (City)	120	
Charter Communications (Charter)	Wildwood (City)	121	
Charter Communications (Charter)	Winchester (City)	122	
Charter Communications (Charter)	Woodson Terrace (City)	123	
Charter Communications (Charter)	Wright City (City)	124	
		Total:	124
Charter Communications (Falcon Cablevision)	Auxvasse (City)	1	
Charter Communications (Falcon Cablevision)	Callaway (County)	2	
Charter Communications (Falcon Cablevision)	Camden (County)	3	
Charter Communications (Falcon Cablevision)	Camdenton (City)	4	
Charter Communications (Falcon Cablevision)	Clinton (City)	5	
Charter Communications (Falcon Cablevision)	Eldon (City)	6	
Charter Communications (Falcon Cablevision)	Four Seasons (City)	7	

Charter Communications (Falcon Cablevision)	Fulton (City)	8	
Charter Communications (Falcon Cablevision)	Henry (County)	9	
Charter Communications (Falcon Cablevision)	Johnson (County)	10	
Charter Communications (Falcon Cablevision)	Kingdom City (City)	11	
Charter Communications (Falcon Cablevision)	Knob Noster (City)	12	
Charter Communications (Falcon Cablevision)	Lake Ozark (City)	13	
Charter Communications (Falcon Cablevision)	Lakeside (City)	14	
Charter Communications (Falcon Cablevision)	Laurie (City)	15	
Charter Communications (Falcon Cablevision)	Linn Creek (City)	16	
Charter Communications (Falcon Cablevision)	Miller (County)	17	
Charter Communications (Falcon Cablevision)	Morgan (County)	18	
Charter Communications (Falcon Cablevision)	Osage Beach (City)	19	
Charter Communications (Falcon Cablevision)	Pettis (County)	20	
Charter Communications (Falcon Cablevision)	Sedalia (City)	21	
Charter Communications (Falcon Cablevision)	Sunrise Beach (City)	22	
Charter Communications (Falcon Cablevision)	Warrensburg (City)	23	
		Total:	23
Charter Communications (Falcon Telecable)	Arcadia (City)	1	
Charter Communications (Falcon Telecable)	Ashland (City)	2	
Charter Communications (Falcon Telecable)	Benton (City)	3	
Charter Communications (Falcon Telecable)	Bertrand (City)	4	
Charter Communications (Falcon Telecable)	Bismarck (City)	5	

Charter Communications (Falcon Telecable)	Bonne Terre (City)	6	
Charter Communications (Falcon Telecable)	Boone (County)	7	
Charter Communications (Falcon Telecable)	Bourbon (City)	8	
Charter Communications (Falcon Telecable)	Cape Girardeau (City)	9	
Charter Communications (Falcon Telecable)	Cape Girardeau (County)	10	
Charter Communications (Falcon Telecable)	Chaffee (City)	11	
Charter Communications (Falcon Telecable)	Charleston (City)	12	
Charter Communications (Falcon Telecable)	Cobalt (City)	13	
Charter Communications (Falcon Telecable)	Columbia (City)	14	
Charter Communications (Falcon Telecable)	Crawford (County)	15	
Charter Communications (Falcon Telecable)	Cuba (City)	16	
Charter Communications (Falcon Telecable)	Desloge (City)	17	
Charter Communications (Falcon Telecable)	East Prairie (City)	18	
Charter Communications (Falcon Telecable)	Farmington (City)	19	
Charter Communications (Falcon Telecable)	Franklin (County)	20	
Charter Communications (Falcon Telecable)	Fredericktown (City)	21	
Charter Communications (Falcon Telecable)	Gordonville (City)	22	
Charter Communications (Falcon Telecable)	Howardville (City)	23	
Charter Communications (Falcon Telecable)	Iron (County)	24	
Charter Communications (Falcon Telecable)	Iron Mountain Lake (City)	25	
Charter Communications (Falcon Telecable)	Ironton (City)	26	
Charter Communications (Falcon Telecable)	Jackson (City)	27	

Charter Communications (Falcon Telecable)	Junction City (City)	28	
Charter Communications (Falcon Telecable)	Kelso (City)	29	
Charter Communications (Falcon Telecable)	Lambert (City)	30	
Charter Communications (Falcon Telecable)	Leadington (City)	31	
Charter Communications (Falcon Telecable)	Leadwood (City)	32	
Charter Communications (Falcon Telecable)	Lilbourn (City)	33	
Charter Communications (Falcon Telecable)	Marston (City)	34	
Charter Communications (Falcon Telecable)	Miner (City)	35	
Charter Communications (Falcon Telecable)	Mississippi (County)	36	
Charter Communications (Falcon Telecable)	Morehouse (City)	37	
Charter Communications (Falcon Telecable)	New Madrid (City)	38	
Charter Communications (Falcon Telecable)	New Madrid (County)	39	
Charter Communications (Falcon Telecable)	North Lilbourn (City)	40	
Charter Communications (Falcon Telecable)	Oak Grove Village (City)	41	
Charter Communications (Falcon Telecable)	Oran (City)	42	
Charter Communications (Falcon Telecable)	Park Hills (City)	43	
Charter Communications (Falcon Telecable)	Parkway (City)	44	
Charter Communications (Falcon Telecable)	Perry (County)	45	
Charter Communications (Falcon Telecable)	Perryville (City)	46	
Charter Communications (Falcon Telecable)	Phelps (County)	47	
Charter Communications (Falcon Telecable)	Pilot Knob (City)	48	
Charter Communications (Falcon Telecable)	Rocheport (City)	49	

Charter Communications (Falcon Telecable)	Scott (County)	50	
Charter Communications (Falcon Telecable)	Scott City (City)	51	
Charter Communications (Falcon Telecable)	Sikeston (City)	52	
Charter Communications (Falcon Telecable)	St. Clair (City)	53	
Charter Communications (Falcon Telecable)	St. Francois (County)	54	
Charter Communications (Falcon Telecable)	St. Genevieve (County)	55	
Charter Communications (Falcon Telecable)	St. James (City)	56	
Charter Communications (Falcon Telecable)	Ste. Genevieve (City)	57	
Charter Communications (Falcon Telecable)	Steelville (City)	58	
Charter Communications (Falcon Telecable)	Sullivan (City)	59	
Charter Communications (Falcon Telecable)	Union (City)	60	
Charter Communications (Falcon Telecable)	Washington (City)	61	
Charter Communications (Falcon Telecable)	Washington (County)	62	
		Total:	62
Citizens Cablevision, Inc.	Alma (City)	1	
Citizens Cablevision, Inc.	Blackburn (City)	2	
Citizens Cablevision, Inc.	Concordia (City)	3	
Citizens Cablevision, Inc.	Corder (City)	4	
Citizens Cablevision, Inc.	Emma (City)	5	
Citizens Cablevision, Inc.	Gilliam (City)	6	
Citizens Cablevision, Inc.	Higginsville (City)	7	
Citizens Cablevision, Inc.	Houstonia (City)	8	
Citizens Cablevision, Inc.	Lafayette (County)	9	
Citizens Cablevision, Inc.	Malta Bend (City)	10	
Citizens Cablevision, Inc.	Pettis (County)	11	
Citizens Cablevision, Inc.	Saline (County)	12	
Citizens Cablevision, Inc.	Slater (City)	13	
Citizens Cablevision, Inc.	Sweet Springs (City)	14	
Citizens Cablevision, Inc.	Waverly (City)	15	
		Total:	15
CoBridge Communication	Harrisonville (City)	1	

(Broadband)			
		Total:	1
CoBridge Communication (Telecom)	El Dorado Springs (City)	1	
CoBridge Communication (Telecom)	Howell (County)	2	
CoBridge Communication (Telecom)	Nevada (City)	3	
CoBridge Communication (Telecom)	Thayer (City)	4	
CoBridge Communication (Telecom)	Vernon (County)	5	
CoBridge Communication (Telecom)	West Plains (City)	6	
		Total:	6
Comcast of Missouri, Inc.	Baldwin Park (City)	1	
Comcast of Missouri, Inc.	Bates City (City)	2	
Comcast of Missouri, Inc.	Blue Springs (City)	3	
Comcast of Missouri, Inc.	Buckner (City)	4	
Comcast of Missouri, Inc.	Cass (County)	5	
Comcast of Missouri, Inc.	Grain Valley (City)	6	
Comcast of Missouri, Inc.	Greenwood (City)	7	
Comcast of Missouri, Inc.	Independence (City)	8	
Comcast of Missouri, Inc.	Jackson (County)	9	
Comcast of Missouri, Inc.	Kansas City (City)	10	
Comcast of Missouri, Inc.	Lafayette (County)	11	
Comcast of Missouri, Inc.	Lake Lotawana (City)	12	
Comcast of Missouri, Inc.	Lake Tapawingo (City)	13	
Comcast of Missouri, Inc.	Lake Winnebago (City)	14	
Comcast of Missouri, Inc.	Lee's Summit (City)	15	
Comcast of Missouri, Inc.	Oak Grove (City)	16	
Comcast of Missouri, Inc.	Odessa (City)	17	
Comcast of Missouri, Inc.	Peculiar (City)	18	
Comcast of Missouri, Inc.	Pleasant Hill (City)	19	
Comcast of Missouri, Inc.	Raymore (City)	20	
Comcast of Missouri, Inc.	Raytown (City)	21	
Comcast of Missouri, Inc.	Sibley (City)	22	
Comcast of Missouri, Inc.	Sugar Creek (City)	23	
		Total:	23
County of Cass, Missouri	Cass (County)	1	
		Total:	1
FairPoint Communications (ExOp)	Clay (County)	1	
FairPoint Communications	Kearney (City)	2	

(ExOp)			
FairPoint Communications (ExOp)	Platte (County)	3	
FairPoint Communications (ExOp)	Platte City (City)	4	
		Total:	4
FairPoint Communications (Fairpoint)	Bates (County)	1	
FairPoint Communications (Fairpoint)	Cass (County)	2	
FairPoint Communications (Fairpoint)	Cleveland (City)	3	
FairPoint Communications (Fairpoint)	Creighton (City)	4	
FairPoint Communications (Fairpoint)	Drexel (City)	5	
FairPoint Communications (Fairpoint)	East Lynne (City)	6	
FairPoint Communications (Fairpoint)	Garden City (City)	7	
FairPoint Communications (Fairpoint)	Henry (County)	8	
FairPoint Communications (Fairpoint)	Johnson (County)	9	
FairPoint Communications (Fairpoint)	Peculiar (City)	10	
		Total:	10
Fidelity Cablevision	Berger (City)	1	
Fidelity Cablevision	Drake, Community of (Town or Village)	2	
Fidelity Cablevision	Franklin (County)	3	
Fidelity Cablevision	Gasconade (County)	4	
Fidelity Cablevision	Gerald (City)	5	
Fidelity Cablevision	Japan, Community of (Town or Village)	6	
Fidelity Cablevision	Lyon, Township of (Town or Village)	7	
Fidelity Cablevision	New Haven (City)	8	
Fidelity Cablevision	Owensville (City)	9	
Fidelity Cablevision	Phelps (County)	10	
Fidelity Cablevision	Rosebud (City)	11	
Fidelity Cablevision	Spring Bluff, Community of (Town or Village)	12	
Fidelity Cablevision	St. Cloud (City)	13	

Fidelity Cablevision	Stanton, Community of (Town or Village)	14	
Fidelity Cablevision	Strain, Community of (Town or Village)	15	
Fidelity Cablevision	West Sullivan, Village of (Town or Village)	16	
		Total:	16
Green Hills Communications, Inc.	Avalon, Community of (Town or Village)	1	
Green Hills Communications, Inc.	Caldwell (County)	2	
Green Hills Communications, Inc.	Carroll (County)	3	
Green Hills Communications, Inc.	Daviess (County)	4	
Green Hills Communications, Inc.	Dawn (City)	5	
Green Hills Communications, Inc.	Knoxville, Community of (Town or Village)	6	
Green Hills Communications, Inc.	Linn (County)	7	
Green Hills Communications, Inc.	Livingston (County)	8	
Green Hills Communications, Inc.	Lock Springs (City)	9	
Green Hills Communications, Inc.	Ludlow (City)	10	
Green Hills Communications, Inc.	Mooreville (City)	11	
Green Hills Communications, Inc.	Ray (County)	12	
Green Hills Communications, Inc.	Stet, Community of (Town or Village)	13	
		Total:	13
GTC Video, Inc.	Jasper (County)	1	
GTC Video, Inc.	Newton (County)	2	
GTC Video, Inc.	Newtonia (City)	3	
GTC Video, Inc.	Stark City (City)	4	
		Total:	4
Le-Ru Long Distance Company	McDonald (County)	1	
Le-Ru Long Distance Company	Newton (County)	2	
		Total:	2
MCC Missouri, LLC	Airport Drive (City)	1	
MCC Missouri, LLC	Alba (City)	2	
MCC Missouri, LLC	Albany (City)	3	
MCC Missouri, LLC	Anderson (City)	4	
MCC Missouri, LLC	Appleton City (City)	5	
MCC Missouri, LLC	Archie (City)	6	
MCC Missouri, LLC	Ash Grove (City)	7	
MCC Missouri, LLC	Ava (City)	8	
MCC Missouri, LLC	Barry (County)	9	
MCC Missouri, LLC	Barton (County)	10	
MCC Missouri, LLC	Bates (County)	11	
MCC Missouri, LLC	Battlefield (City)	12	

MCC Missouri, LLC	Bethany (City)	13	
MCC Missouri, LLC	Billings (City)	14	
MCC Missouri, LLC	Boone (County)	15	
MCC Missouri, LLC	Brunswick (City)	16	
MCC Missouri, LLC	Butler (City)	17	
MCC Missouri, LLC	Cabool (City)	18	
MCC Missouri, LLC	Callaway (County)	19	
MCC Missouri, LLC	Camden (County)	20	
MCC Missouri, LLC	Cameron (City)	21	
MCC Missouri, LLC	Carl Junction (City)	22	
MCC Missouri, LLC	Carroll (County)	23	
MCC Missouri, LLC	Carrollton (City)	24	
MCC Missouri, LLC	Caruthersville (City)	25	
MCC Missouri, LLC	Cass (County)	26	
MCC Missouri, LLC	Cassville (City)	27	
MCC Missouri, LLC	Chariton (County)	28	
MCC Missouri, LLC	Christian (County)	29	
MCC Missouri, LLC	Clay (County)	30	
MCC Missouri, LLC	Clinton (County)	31	
MCC Missouri, LLC	Cole (County)	32	
MCC Missouri, LLC	Columbia (City)	33	
MCC Missouri, LLC	Crane (City)	34	
MCC Missouri, LLC	Crystal Lakes (City)	35	
MCC Missouri, LLC	Dade (County)	36	
MCC Missouri, LLC	Daviess (County)	37	
MCC Missouri, LLC	DeKalb (County)	38	
MCC Missouri, LLC	Diamond (City)	39	
MCC Missouri, LLC	Douglas (County)	40	
MCC Missouri, LLC	Duenweg (City)	41	
MCC Missouri, LLC	Duquesne (City)	42	
MCC Missouri, LLC	Everton (City)	43	
MCC Missouri, LLC	Excelsior Estates (City)	44	
MCC Missouri, LLC	Excelsior Springs (City)	45	
MCC Missouri, LLC	Exeter (City)	46	
MCC Missouri, LLC	Forsyth (City)	47	
MCC Missouri, LLC	Gentry (County)	48	
MCC Missouri, LLC	Golden (City)	49	
MCC Missouri, LLC	Goodman (City)	50	
MCC Missouri, LLC	Granby (City)	51	
MCC Missouri, LLC	Greene (County)	52	
MCC Missouri, LLC	Greenfield (City)	53	
MCC Missouri, LLC	Harrison (County)	54	
MCC Missouri, LLC	Hayti (City)	55	
MCC Missouri, LLC	Hayti Heights (City)	56	

MCC Missouri, LLC	Henrietta (City)	57	
MCC Missouri, LLC	Hermann (City)	58	
MCC Missouri, LLC	Hickory (County)	59	
MCC Missouri, LLC	Holts Summit (City)	60	
MCC Missouri, LLC	Homestead (City)	61	
MCC Missouri, LLC	Jasper (City)	62	
MCC Missouri, LLC	Jasper (County)	63	
MCC Missouri, LLC	Jefferson City (City)	64	
MCC Missouri, LLC	Kimberling City (City)	65	
MCC Missouri, LLC	Lawrence (County)	66	
MCC Missouri, LLC	Lawson (City)	67	
MCC Missouri, LLC	Liberal (City)	68	
MCC Missouri, LLC	Lockwood (City)	69	
MCC Missouri, LLC	Lowry City (City)	70	
MCC Missouri, LLC	Mansfield (City)	71	
MCC Missouri, LLC	Marceline (City)	72	
MCC Missouri, LLC	Marshfield (City)	73	
MCC Missouri, LLC	McDonald (County)	74	
MCC Missouri, LLC	Miller (City)	75	
MCC Missouri, LLC	Miller (County)	76	
MCC Missouri, LLC	Morgan (County)	77	
MCC Missouri, LLC	Mount Vernon (City)	78	
MCC Missouri, LLC	Neck City (City)	79	
MCC Missouri, LLC	Newton (County)	80	
MCC Missouri, LLC	Newtonia (City)	81	
MCC Missouri, LLC	Norborne (City)	82	
MCC Missouri, LLC	Oronogo (City)	83	
MCC Missouri, LLC	Osceola (City)	84	
MCC Missouri, LLC	Polk (County)	85	
MCC Missouri, LLC	Purcell (City)	86	
MCC Missouri, LLC	Purdy (City)	87	
MCC Missouri, LLC	Ray (County)	88	
MCC Missouri, LLC	Richmond (City)	89	
MCC Missouri, LLC	Rogersville (City)	90	
MCC Missouri, LLC	Salisbury (City)	91	
MCC Missouri, LLC	Sarcoie (City)	92	
MCC Missouri, LLC	Seymour (City)	93	
MCC Missouri, LLC	Springfield (City)	94	
MCC Missouri, LLC	St. Clair (County)	95	
MCC Missouri, LLC	Stark City (City)	96	
MCC Missouri, LLC	Stone (County)	97	
MCC Missouri, LLC	Strafford (City)	98	
MCC Missouri, LLC	Taney (County)	99	
MCC Missouri, LLC	Texas (County)	100	

MCC Missouri, LLC	Walnut Grove (City)	101	
MCC Missouri, LLC	Webster (County)	102	
MCC Missouri, LLC	Willard (City)	103	
MCC Missouri, LLC	Wood Heights (City)	104	
MCC Missouri, LLC	Wright (County)	105	
		Total:	105
McDonald County Multi-Media LLC	Anderson (City)	1	
McDonald County Multi-Media LLC	Jane (Town or Village)	2	
McDonald County Multi-Media LLC	McDonald (County)	3	
		Total:	3
Mid-Missouri Telephone Company	Benton (County)	1	
Mid-Missouri Telephone Company	Bunceton (City)	2	
Mid-Missouri Telephone Company	Cooper (County)	3	
Mid-Missouri Telephone Company	Henry (County)	4	
Mid-Missouri Telephone Company	Johnson (County)	5	
Mid-Missouri Telephone Company	Miller (County)	6	
Mid-Missouri Telephone Company	Moniteau (County)	7	
Mid-Missouri Telephone Company	Morgan (County)	8	
Mid-Missouri Telephone Company	Pettis (County)	9	
Mid-Missouri Telephone Company	Pilot Grove (City)	10	
Mid-Missouri Telephone Company	Saline (County)	11	
		Total:	11
N.W. Communications Co.	Graham (City)	1	
N.W. Communications Co.	Nodaway (County)	2	
		Total:	2
Northeast Missouri Rural Telephone Company	Adair (County)	1	
Northeast Missouri Rural Telephone Company	Arbela (City)	2	

Northeast Missouri Rural Telephone Company	Clark (County)	3	
Northeast Missouri Rural Telephone Company	Granger (City)	4	
Northeast Missouri Rural Telephone Company	Green Castle (City)	5	
Northeast Missouri Rural Telephone Company	Green City (City)	6	
Northeast Missouri Rural Telephone Company	Knox (County)	7	
Northeast Missouri Rural Telephone Company	Linn (County)	8	
Northeast Missouri Rural Telephone Company	Livonia (City)	9	
Northeast Missouri Rural Telephone Company	Luray (City)	10	
Northeast Missouri Rural Telephone Company	Macon (County)	11	
Northeast Missouri Rural Telephone Company	Memphis (City)	12	
Northeast Missouri Rural Telephone Company	Novinger (City)	13	
Northeast Missouri Rural Telephone Company	Putnam (County)	14	
Northeast Missouri Rural Telephone Company	Queen City (City)	15	
Northeast Missouri Rural Telephone Company	Rutledge (City)	16	
Northeast Missouri Rural Telephone Company	Schuyler (County)	17	
Northeast Missouri Rural Telephone Company	Scotland (County)	18	
Northeast Missouri Rural Telephone Company	Sullivan (County)	19	
Northeast Missouri Rural Telephone Company	Unionville (City)	20	
		Total:	20
Poplar Bluff City Utilities and Cable Department	Butler (County)	1	
		Total:	1
Ralls Technologies, LLC	Audrain (County)	1	
Ralls Technologies, LLC	Marion (County)	2	
Ralls Technologies, LLC	Monroe (County)	3	

Ralls Technologies, LLC	New London (City)	4	
Ralls Technologies, LLC	Pike (County)	5	
Ralls Technologies, LLC	Ralls (County)	6	
Ralls Technologies, LLC	Rensselaer (City)	7	
		Total:	7
Rock Port Telephone Company	Atchison (County)	1	
Rock Port Telephone Company	Fairfax (City)	2	
Rock Port Telephone Company	Rock Port (City)	3	
Rock Port Telephone Company	Tarkio (City)	4	
Rock Port Telephone Company	Watson (City)	5	
		Total:	5
S-GO Video	Lanagan (City)	1	
S-GO Video	McDonald (County)	2	
S-GO Video	Newton (County)	3	
S-GO Video	Racine (City)	4	
S-GO Video	South West City (City)	5	
S-GO Video	Tiff City (City)	6	
		Total:	6
Shell Knob Cable TV Inc	Barry (County)	1	
Shell Knob Cable TV Inc	Stone (County)	2	
		Total:	2
Socket Telecom LLC	Boone (County)	1	
Socket Telecom LLC	Callaway (County)	2	
Socket Telecom LLC	Fulton (City)	3	
		Total:	3
Suddenlink Communications (Cebridge)	Barry (County)	1	
Suddenlink Communications (Cebridge)	Barton (County)	2	
Suddenlink Communications (Cebridge)	Brooklyn Heights (City)	3	
Suddenlink Communications (Cebridge)	Bull Creek (City)	4	
Suddenlink Communications (Cebridge)	Carthage (City)	5	
Suddenlink Communications (Cebridge)	Hollister (City)	6	
Suddenlink Communications (Cebridge)	Jasper (County)	7	
Suddenlink Communications (Cebridge)	Lamar (City)	8	
Suddenlink Communications (Cebridge)	Lamar Heights (City)	9	
Suddenlink Communications (Cebridge)	Lawrence (County)	10	

Suddenlink Communications (Cebridge)	Marionville (City)	11	
Suddenlink Communications (Cebridge)	Monett (City)	12	
Suddenlink Communications (Cebridge)	Pierce City (City)	13	
Suddenlink Communications (Cebridge)	Stone (County)	14	
		Total:	14
Suddenlink Communications (Friendship)	Napoleon (City)	1	
Suddenlink Communications (Friendship)	Branson West (City)	2	
Suddenlink Communications (Friendship)	Cooper (County)	3	
Suddenlink Communications (Friendship)	Lexington (City)	4	
Suddenlink Communications (Friendship)	Linn (County)	5	
Suddenlink Communications (Friendship)	Neosho (City)	6	
Suddenlink Communications (Friendship)	Nodaway (County)	7	
Suddenlink Communications (Friendship)	Reeds Spring (City)	8	
Suddenlink Communications (Friendship)	Trenton (City)	9	
		Total:	9
Suddenlink Communications (NPG)	Agency (City)	1	
Suddenlink Communications (NPG)	Andrew (County)	2	
Suddenlink Communications (NPG)	Buchanan (County)	3	
Suddenlink Communications (NPG)	Country Club (City)	4	
Suddenlink Communications (NPG)	Easton (City)	5	
Suddenlink Communications (NPG)	Savannah (City)	6	
Suddenlink Communications (NPG)	St. Joseph (City)	7	
Suddenlink Communications (NPG)	Union Star (City)	8	
		Total:	8
Time Warner Cable (TWEAN)	Cass (County)	1	

Time Warner Cable (TWEAN)	Clay (County)	2	
Time Warner Cable (TWEAN)	Ferrelview (City)	3	
Time Warner Cable (TWEAN)	Gladstone (City)	4	
Time Warner Cable (TWEAN)	Grandview (City)	5	
Time Warner Cable (TWEAN)	Independence (City)	6	
Time Warner Cable (TWEAN)	Jackson (County)	7	
Time Warner Cable (TWEAN)	Kansas City (City)	8	
Time Warner Cable (TWEAN)	Kearney (City)	9	
Time Warner Cable (TWEAN)	Lake Lotawana (City)	10	
Time Warner Cable (TWEAN)	Lee's Summit (City)	11	
Time Warner Cable (TWEAN)	Loch Lloyd (Town or Village)	12	
Time Warner Cable (TWEAN)	Oaks (City)	13	
Time Warner Cable (TWEAN)	Oakview (City)	14	
Time Warner Cable (TWEAN)	Oakwood Park (City)	15	
Time Warner Cable (TWEAN)	Parkville (City)	16	
Time Warner Cable (TWEAN)	Platte (County)	17	
Time Warner Cable (TWEAN)	Smithville (City)	18	
		Total:	18
US Cable of Coastal-Texas, L.P.	Adair (County)	1	
US Cable of Coastal-Texas, L.P.	Andrew (County)	2	
US Cable of Coastal-Texas, L.P.	Atchison (County)	3	
US Cable of Coastal-Texas, L.P.	Audrain (County)	4	
US Cable of Coastal-Texas, L.P.	Barry (County)	5	
US Cable of Coastal-Texas, L.P.	Barton (County)	6	
US Cable of Coastal-Texas, L.P.	Bates (County)	7	
US Cable of Coastal-Texas, L.P.	Bellflower (City)	8	
US Cable of Coastal-Texas, L.P.	Benton (County)	9	
US Cable of Coastal-Texas, L.P.	Bollinger (County)	10	
US Cable of Coastal-Texas, L.P.	Boone (County)	11	
US Cable of Coastal-Texas, L.P.	Buchanan (County)	12	
US Cable of Coastal-Texas, L.P.	Butler (County)	13	
US Cable of Coastal-Texas, L.P.	Caldwell (County)	14	
US Cable of Coastal-Texas, L.P.	Callaway (County)	15	
US Cable of Coastal-Texas, L.P.	Camden (County)	16	
US Cable of Coastal-Texas, L.P.	Cape Girardeau (County)	17	
US Cable of Coastal-Texas, L.P.	Carroll (County)	18	
US Cable of Coastal-Texas, L.P.	Carter (County)	19	
US Cable of Coastal-Texas, L.P.	Cass (County)	20	
US Cable of Coastal-Texas, L.P.	Cedar (County)	21	
US Cable of Coastal-Texas, L.P.	Centralia (City)	22	
US Cable of Coastal-Texas, L.P.	Chariton (County)	23	
US Cable of Coastal-Texas, L.P.	Christian (County)	24	
US Cable of Coastal-Texas, L.P.	Clark (County)	25	

US Cable of Coastal-Texas, L.P.	Clay (County)	26	
US Cable of Coastal-Texas, L.P.	Clinton (County)	27	
US Cable of Coastal-Texas, L.P.	Cole (County)	28	
US Cable of Coastal-Texas, L.P.	Cooper (County)	29	
US Cable of Coastal-Texas, L.P.	Crawford (County)	30	
US Cable of Coastal-Texas, L.P.	Dade (County)	31	
US Cable of Coastal-Texas, L.P.	Dallas (County)	32	
US Cable of Coastal-Texas, L.P.	Daviess (County)	33	
US Cable of Coastal-Texas, L.P.	DeKalb (County)	34	
US Cable of Coastal-Texas, L.P.	Dent (County)	35	
US Cable of Coastal-Texas, L.P.	Douglas (County)	36	
US Cable of Coastal-Texas, L.P.	Dunklin (County)	37	
US Cable of Coastal-Texas, L.P.	Edina (City)	38	
US Cable of Coastal-Texas, L.P.	Farber (City)	39	
US Cable of Coastal-Texas, L.P.	Foley (City)	40	
US Cable of Coastal-Texas, L.P.	Franklin (County)	41	
US Cable of Coastal-Texas, L.P.	Gasconade (County)	42	
US Cable of Coastal-Texas, L.P.	Gentry (County)	43	
US Cable of Coastal-Texas, L.P.	Greene (County)	44	
US Cable of Coastal-Texas, L.P.	Grundy (County)	45	
US Cable of Coastal-Texas, L.P.	Hannibal (City)	46	
US Cable of Coastal-Texas, L.P.	Harrison (County)	47	
US Cable of Coastal-Texas, L.P.	Henry (County)	48	
US Cable of Coastal-Texas, L.P.	Hickory (County)	49	
US Cable of Coastal-Texas, L.P.	Holt (County)	50	
US Cable of Coastal-Texas, L.P.	Howard (County)	51	
US Cable of Coastal-Texas, L.P.	Howell (County)	52	
US Cable of Coastal-Texas, L.P.	Huntsville (City)	53	
US Cable of Coastal-Texas, L.P.	Iron (County)	54	
US Cable of Coastal-Texas, L.P.	Jackson (County)	55	
US Cable of Coastal-Texas, L.P.	Jasper (County)	56	
US Cable of Coastal-Texas, L.P.	Jefferson (County)	57	
US Cable of Coastal-Texas, L.P.	Johnson (County)	58	
US Cable of Coastal-Texas, L.P.	Jonesburg (City)	59	
US Cable of Coastal-Texas, L.P.	Knox (County)	60	
US Cable of Coastal-Texas, L.P.	Laclede (County)	61	
US Cable of Coastal-Texas, L.P.	Laddonia (City)	62	
US Cable of Coastal-Texas, L.P.	Lafayette (County)	63	
US Cable of Coastal-Texas, L.P.	Lawrence (County)	64	
US Cable of Coastal-Texas, L.P.	Lewis (County)	65	
US Cable of Coastal-Texas, L.P.	Lincoln (County)	66	
US Cable of Coastal-Texas, L.P.	Linn (County)	67	
US Cable of Coastal-Texas, L.P.	Livingston (County)	68	
US Cable of Coastal-Texas, L.P.	Louisiana (City)	69	

US Cable of Coastal-Texas, L.P.	Macon (County)	70	
US Cable of Coastal-Texas, L.P.	Madison (City)	71	
US Cable of Coastal-Texas, L.P.	Madison (County)	72	
US Cable of Coastal-Texas, L.P.	Maries (County)	73	
US Cable of Coastal-Texas, L.P.	Marion (County)	74	
US Cable of Coastal-Texas, L.P.	Martinsburg (City)	75	
US Cable of Coastal-Texas, L.P.	McDonald (County)	76	
US Cable of Coastal-Texas, L.P.	Mercer (County)	77	
US Cable of Coastal-Texas, L.P.	Mexico (City)	78	
US Cable of Coastal-Texas, L.P.	Miller (County)	79	
US Cable of Coastal-Texas, L.P.	Mississippi (County)	80	
US Cable of Coastal-Texas, L.P.	Moberly (City)	81	
US Cable of Coastal-Texas, L.P.	Moniteau (County)	82	
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US Cable of Coastal-Texas, L.P.	Worth (County)	140	
US Cable of Coastal-Texas, L.P.	Wright (County)	141	
		Total:	141
Windjammer Communications LLC	Livingston (County)	1	
Windjammer Communications LLC	Marshall (City)	2	
		Total:	2
Windstream Missouri, Inc.	Bolivar (City)	1	
Windstream Missouri, Inc.	Stockton (City)	2	
		Total:	2
		Beginnng Total:	1004
	Non-responders	-	162
		Final Total:	842

Video Report Feedback

Schedule 3

DISCLAIMER: The comments in this attachment are reprinted as they were received. They have not been edited or verified in any way. The Commission does not endorse them in any way and takes no responsibility for anything stated therein. These are not the comments of the Commission; the commenters are solely responsible for their content.

From: JUDGE, TIM (ATTSI) [mailto:TJ4848@att.com]
Sent: Wednesday, August 17, 2011 8:29 AM
To: Parish, Dana
Subject: RE: Video Service Provider Survey 2011: DRAFT

Dana,

Thank you for this chance to review and provide comments to your draft report. We have a couple of suggestions we'd like to share:

- Given that this is the last report, per Section 67.2693, RSMo, AT&T Missouri suggests the elimination of the following two recommendations at page 10: "Provide guidance on content for future report" and "Require video service providers to maintain and produce certain information for this report."
- Also, the same page states: "The Missouri Commission continues to support these three recommendations and has no new recommendations." The word "three" should be adjusted accordingly and if no changes to Staff's recommendations are made, should be changed to "four".
- On the same point, we would suggest substituting the word "two" for "several" in the executive summary at page 2, so the sentence would say that "if the General Assembly is inclined to review the Act, the Missouri Commission makes several recommendations, which are described later in this report."
- Executive Summary 1st Bullet Point. In last year's report it stated that 519 state-authorized political subdivisions represented 50% of all political subdivisions. This year it reads that 546 state-authorized political subdivisions still represent 50%. The total raw number of state authorized political subdivisions increased but the percent stayed the same. Doing the math, the percentage should read "52.6%".
- Finally, we believe it is significant enough to point out in the report, perhaps in the Executive Summary, that the average video customer's bill has decreased in the past two years.

Please let me know if you have any questions.

Thank you,

Tim Judge
AT&T Services, Inc.
573-638-0261

From: Bunnie Riedel [mailto:riedel@acomunitytv.org]
Sent: Wednesday, August 17, 2011 2:15 PM
To: Parisa, Dana; 'Patrick Bonnot'
Subject: Comments of Missouri Municipal League and American Community Television

Dana, here are the additional comments we are filing with the MML. Thank you so much for giving us a chance to comment. Bunnie



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AMERICAN COMMUNITY
TELEVISION

**Comments for the
Report to the General Assembly of
The State of Missouri
(A Report on Developments Resulting From the Implementation of the
2007 Video Services Providers Act)**



**Respectfully Submitted
By**



Missouri Municipal League



American Community Television

August 17, 2011

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Introduction

The following are comments for the 2011 report on the developments resulting from the implementation of the 2007 Video Services Providers Act by the Missouri Municipal League and American Community Television.

The Missouri Municipal League is a statewide organization that was organized in 1934 and has as its purpose "to develop an agency for the cooperation of Missouri cities, towns and villages and to promote the interest, welfare and closer relations among them in order to improve municipal government and administration in the state." Thus, the League's basic goal is to strengthen cities through unity and cooperation.

American Community Television is a national nonprofit organization that is dedicated to the preservation of public, educational and government access television channels through the promotion and advocacy of positive federal legislation. ACT works, through communication with federal officials, for the passage and protection of federal statutes which establish and enhance the ability of local communities to use electronic media for the benefit of their citizens via public, educational and government access (PEG) television channels and to insure the accessibility for all citizens regardless of their socio-economic status.

Since the enactment of the Video Services Providers Act (SB 284) there have been intended and unintended harms to municipalities.

Our comments will address these harms.

Harms to Municipalities

Historically, cable operators have provided service to municipal buildings, schools, libraries, police and fire departments at no charge in exchange for the cable operator using the public rights-of-way. Recently we have learned that Charter Communications, Inc. is now charging municipalities for cable service. We know of Charter charging, or intending to charge, for service in the following communities: Festus, Olivette, St. Peters, Eureka, Des Peres, O'Fallon, Ballwin and Creve Coeur. However, we are certain that this is or will be occurring in all one hundred and twenty-four Charter communities.

We understand that SB 284 removes the obligations of cable/video providers to provide services to municipalities. And we find it curious that although SB 284 passed in 2007, Charter is now beginning this practice. In addition, we have yet to learn of any other cable/video provider in the state of Missouri following suit.

We also understand that in most instances, Charter physically cut off service to municipal buildings without advance notification or the opportunity for the municipalities to enter into an agreement. Municipal leadership was notified by police and fire departments that the service was no longer available and had to call Charter to find out why.

For over thirty years, cable/video operators have provided Basic service to municipalities and their various buildings or departments at no charge. At present, it does not cost Charter anything to continue to provide this free service, as the connections already exist, and Charter only has to deliver the programming (again at no charge to the company).

We recommend that the state Legislature amend SB 284 to require all cable/video operators provide the same level of historic services to municipalities at no charge. This requirement is perfectly reasonable given the use of the public rights-of-way in order to deliver cable/video service. This historic "rent" is part of the fiduciary responsibility of government (local and state) to the taxpayers who own the rights-of-way.

Conclusion

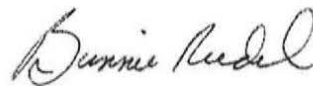
SB 284 has harmed municipalities by eliminating an historic obligation of the cable/video operators to provide free Basic service to municipal buildings, schools, libraries, police and fire departments in exchange for cable/video operators use of public rights-of-way.

We urge the state legislature to amend SB 284 to address these areas.

August 17, 2011



Dan Ross
Executive Director
Missouri Municipal League
1727 Southridge Drive
Jefferson City, Missouri 65109



Bunnie Riedel
Executive Director
American Community Television
8775 Centre Park Dr. #255
Columbia, MD 21045

From: Bunnie Riedel [mailto:riedel@acomunitytv.org]
Sent: Wednesday, August 17, 2011 9:01 AM
To: Parisa, Dana
Subject: comments attached

Hi Dana,

Could you eliminate the comments I sent you yesterday and accept these comments for the report?

We added an additional area to these comments. Thanks! Let me know if this works for you. Bunnie



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AMERICAN COMMUNITY
TELEVISION

**Comments for the
Report to the General Assembly of
The State of Missouri
(A Report on Developments Resulting From the Implementation of the
2007 Video Services Providers Act)**



**Respectfully Submitted
By**



American Community Television

August 17, 2011

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Introduction

The following are comments for the 2011 report on the developments resulting from the implementation of the 2007 Video Services Providers Act by American Community Television.

American Community Television is a national nonprofit organization that is dedicated to the preservation of public, educational and government access television channels through the promotion and advocacy of positive federal legislation. ACT works, through communication with federal officials, for the passage and protection of federal statutes which establish and enhance the ability of local communities to use electronic media for the benefit of their citizens via public, educational and government access (PEG) television channels and to insure the accessibility for all citizens regardless of their socio-economic status.

Since the enactment of the Video Services Providers Act (SB 284) there have been intended and unintended harms to:

- Persons who are blind or visually impaired
- Public, Educational and Government Access Television
- Consumers

Our comment will address each of these areas.

Harms to Persons who are Blind or Visually Impaired

The way AT&T delivers Public, Educational and Government (PEG) access television channels to subscribers over its U-verse network makes them inaccessible to persons who are unable to

view and interact with multiple on-screen menus. As a consequence, blind and visually impaired persons are unfairly denied access to important and unique information provided by PEG channels. It is important to note that commercial channels (*i.e.*, broadcast networks and cable networks) are delivered to subscribers differently, and can be accessed by blind and visually impaired individuals using traditional methods and technologies. It therefore appears that AT&T has made a conscious decision to treat PEG channels in an inferior and discriminatory manner that presents insurmountable and unnecessary barriers to the blind and visually impaired.

By way of background, the AT&T U-verse system places all PEG channels in a particular geographic region on “Channel 99.” These channels can only be accessed by selecting Channel 99, and then interacting with several on-screen menus to choose a specific PEG channel, such as the channel serving a subscriber’s community. This is a deeply flawed technical solution for selecting PEG channels because blind and visually impaired persons cannot view the on-screen menus and buttons and therefore cannot interact with the requisite on-screen menus and make desired choices (*e.g.*, choosing or changing a PEG channel). Moreover, if a subscriber wishes to go to other cable or network channels, he/she must use the on-screen menu again to back out of Channel 99, which is something blind and visually impaired persons cannot do by themselves.

It is therefore evident that the AT&T U-verse platform makes PEG channels inaccessible to those individuals who are blind or visually impaired. No other cable company offers PEG channels in this manner. All other cable companies deliver PEG channels to subscribers the same way they deliver commercial channels, as independent channels that can be accessed by pressing the buttons on a remote control.

We believe that AT&T knew when it developed its U-verse architecture that PEG channels would be inaccessible to persons who are blind or visually impaired. In a recent report titled “Accessibility, Innovation and Sustainability at AT&T,” AT&T asserted that it tests all of its products for accessibility.

Specifically, AT&T stated:

“The Human Factors Group at AT&T conducts customer research, analysis, design and usability testing to help develop products and services that are accessible, useful and usable for customers with and without disabilities. The fundamental goal of the Human Factors Lab is to learn and adjust product design in the lab from inception, rather than after a product or service is deployed to tens of millions of customers.”

This statement strongly suggests that AT&T must have tested the U-verse platform to determine if it was accessible by customers with visual disabilities (a conclusion supported by the *ex parte* filing discussed below). If this is the case, AT&T must have known that PEG channels would be inaccessible to blind and visually impaired consumers using the U-verse platform. If AT&T did not thoroughly test its U-verse product, then its pronouncement is misleading at best.

In addition, an *ex parte* communication to the Federal Communications Commission from a member of the AT&T Advisory Panel on Access & Aging, states that the U-verse system was tested for accessibility.¹ However, the member never represents that the AT&T Advisory Panel on Access & Aging found PEG channels carried on the U-verse platform to be accessible; rather he talks about wireless and website accessibility. This appears to be a glaring omission

¹ See *ex-parte* from Larry Goldberg, Director, The Carl and Ruth Shapiro Family National Center for Accessible Media at WGBH (NCAM)

and could certainly be viewed as an admission that PEG channels on U-verse systems are not accessible to persons with visual disabilities.

What makes this situation different from commercial pay-per-view channels, which are also driven and accessed by an on-screen menu, is that all cable subscribers, including those who are blind or visually impaired, pay for the PEG channels through franchise fees and/or PEG support fees. They have no choice as it is imbedded in their monthly cable bill. Thus, blind and visually impaired persons are effectively paying for a service they cannot receive.

American Community Television believes that AT&T's handling of PEG channels violates the spirit if not the letter of the law in the Americans with Disabilities Act and the more recent 21st Century Communications and Video Accessibility Act. AT&T's actions may also violate state trade practices laws.

We call on the state Legislature of Missouri to amend SB 284 to require AT&T to deliver PEG channels with the same equivalency in quality, accessibility and functionality to the channel capacity used for required carriage of local commercial television stations, as defined in section 614(h)(1) of the Telecommunications Act.

Harms to PEG Access Television Since the Passage of SB 284, the Video Services Providers Act

Since the passage of the statewide franchising law in Missouri, 2007 Video Services Providers Act--SB 284, the treatment of Public, Educational and Government (PEG) access channels by video providers in Missouri has been contrary to the public's interest. Video service providers such as Charter and Mediacom singled out PEG channels for discriminatory treatment, frequently moving PEG channels to the highest ranges of the digital tier; providing inadequate or

non-existent technical support; taking away channels without explanation; forcing customers to rent additional equipment to be able to view the PEG channels; etc.

SB 284 clearly states that all video providers must abide by state and federal laws.² The Telecommunications Act clearly defines PEG channels as being placed in the Basic Tier of service; it states that PEG channels are part of the “minimum contents” of the Basic Tier.³

(A) MINIMUM CONTENTS.--Each cable operator of a cable system shall provide its subscribers a separately available basic service tier to which subscription is required for access to any other tier of service. Such basic service tier shall, at a minimum, consist of the following:

(i) All signals carried in fulfillment of the requirements of sections 614 and 615.

(ii) Any public, educational, and governmental access programming required by the franchise of the cable system to be provided to subscribers.

(iii) Any signal of any television broadcast station that is provided by the cable operator to any subscriber, except a signal which is secondarily transmitted by a satellite carrier beyond the local service area of such station.

Both Charter and Mediacom have moved PEG channels out of the Basic Tier of service in several municipalities. We received testimony from Springfield, St. Peters and Cape Girardeau as follows:

Springfield (note, Springfield’s PEG channels were not only moved out of the Basic Tier by Mediacom, but moved three times in eighteen months)

In the fall of 2008 Mediacom approached the City about moving our access channel. We met with them, expressed concerns and the outcome was they agreed to at least delay the switch. But they went ahead and moved all other access channels. At the time they said eventually ALL channels would move to the digital tier but they had no timetable for that "migration" (their word)

² Section 67.2679 (7)(1).

³ Section 623 (47 U.S.C. 543)(b)(7)(A).

We asked then for our channel to be moved when the other local stations/affiliates were moved. They had no schedule for that and noted contractual issues etc.

Shortly after the digital migration our school system dropped using their channel. They commented that it was too difficult for people to find them on the new digital channel and they didn't have time to sort it all out. They now use the web only for the District things.

In Spring 2009. Mediacom came back with a planned migration date again. Once again we tried to stall using the facts that we were in the middle of some huge budget and pension issues with lots of public meetings on the channel and to switch in the middle of this would be bad timing. They agreed to postpone briefly once again.

But they wanted to make the switch in June 2009 which just so happened to be in the middle of the whole over-the-air fiasco with the FCC's digital thing so we begged again to NOT switch us in the midst of this. It would only confuse an already confused and frustrated public more.

After some protracted emailing back-and-forth they agreed to delay until mid-July. We did switch at that time and they simulcast us for 30 days on both the new channel and the old one.

But things did not go smoothly. Some subscribers needed or already had set-top boxes. For them the move was OK - except for those who needed to get boxes. Mediacom agreed to provide boxes free for one year BUT people had to pick them up within 30 days. After that, there would be a \$5 per month charge. (NOTE - the rental of a set-top box is now \$10/month.)

For folks with digital TVs - with QMA tuners - the saga went on for a month or so. Mediacom first put our digital channel at 80 for box users and 15.7 or something for digital TV people. But no one could get the channel. Mediacom's answer was always "tell people to auto-program their sets"

When our own technicians could not get the channel, Mediacom relented and moved us again to another "point - something" channel.

After a couple of tries and some frequency adjustments, people could finally find us at 15.1. So we were on 80 and 15.1. Try explaining that to grandma who just went to Wal Mart to buy her converter box with her coupon for \$40. How come she can't see the City Council meeting anymore?

Jump now to spring 2010. Mediacom again wanted to move us. They wanted to move our 15.1 channel to 80.1 to simplify things. Again we asked them to delay. Spring is a busy programming time for us. They agreed to wait until summer.

Mid-June I contacted Mediacom to confirm our agreed upon date of July 13 and was told they had some technical issues to work out and would not be moving our 15.1 channel after all. I left for vacation shortly after that.

While on vacation and checking my facebook page I noticed an update about "City's channel moving on Mediacom". Upon checking back with my office, Mediacom moved us anyway.

And somehow in that move they changed frequencies once again. We could not watch or receive the channels properly on any of our City Hall TVs.

This time the problem was splitters. Seems the new frequency was too high for some old splitters to pass. So TVs were getting a very weak (or no) signal and couldn't lock on - even those with set-top boxes. Mediacom came to us and swapped out all our old splitters and fixed the problem. When I pointed out to them about fixing everybody else's splitter problem, I got no answer. Which is typical - it often takes them weeks to respond to phone calls or emails. I typically use emails as I have to reach several Mediacom folks in different locations and email makes that easier.

We are still in the current mode of not knowing how many people still can't view our channel because of a "splitter problem." We are getting calls every week from citizens. In one case after I spoke with a gentlemen with a digital TV he informed me Mediacom sent him home with a \$10/month set-top box. Either Mediacom is trying to get every last dollar OR their Customer Service Representatives (CSR's) really don't have a clue.

We finally posted something on our website telling people to call Mediacom. I have no idea how many people just get fed up and say forget about it. We may never know about those people if they don't call us also.

St. Peters (note, Charter not only moved the PEG channels but also took St. Peters' Public access television channel and gave it to the county, without St. Peters' permission)⁴

Under previous franchise agreement, St. Peters had Channel 10 (local government channel), Channel 18 (local public access channel) and Channel 26 (Lindenwood University Higher Education Channel).

November 1, 2007, Charter takes away Channel 18-the City of St. Peters' Public Access Channel and awards Channel 18 to St. Charles County for their government channel. (NOTE: This was the only public access channel in all of St. Charles County—there is currently no public access channel in St. Charles County.)

⁴ See Resolution No. 1446 by the City of St. Peters, passed August 11, 2011, stating that Charter's movement of the PEG channel to 99.2 is a violation of the Telecommunications Act.

April 2008, Charter moves St. Peters government channel 10 to the new digital tier and Channel 992. Immediately, City of St. Peters receives dozens of calls from residents including many senior citizens and others regarding the issue. Elected officials are also questioned at City meetings and other public or neighborhood meetings about the channel move and the increased cost for people on fixed incomes. At that time, AT&T U-verse had little or no availability in St. Peters so there was no other option. There is still limited AT&T U-verse availability.

St. Peters officials were told by Charter that Charter needed to take Channel 10 because they wanted to add more programming at that level and that they were moving St. Peters' government channel to 992 to a new "government neighborhood" with all other government channels in St. Charles County. We were told to direct any citizen complaints about this issue to Charter Cable, which we did.

Now, more than two years later, the spot for Channel 10 on the Charter line-up remains empty and we still get complaints about why there is no signal on Channel 10. Lindenwood University's old channel is also empty in the Charter line-up; the Lindenwood University channel has also been moved to the 990 "neighborhood" on the Charter digital line-up.

Cape Girardeau (note, Cape Girardeau's access television channel was moved from Channel 5 to 993. Our interview of Cape Girardeau provided us with information regarding the franchise agreement prior to passage of SB 284 and circumstances after the passage of the bill. Most disturbing is the loss of PEG support funds).

Pre-VSPA, our franchise agreement with our video service provider included:

A survey of cable subscribers every two years (we are unable to afford this process now)

Two PEG channels: a government and education channel (they are now subject to the provider's requirements, but yes they have been lenient)

Production of twice-monthly council meetings (\$24,000/annually)

Production of school board meetings (price now incurred by school district unknown)

A grant of \$30,000 annually to support public/education/government programming and equipment for both channels (we now must pay for our own)

Production of "other Council meetings"

The provider gave free cable to +/- 20 offices within the City and schools (many of these are still free)

In summary, it is easy to say that Cape Girardeau lost at least \$55,000 annually.

St. Louis

In addition to this testimony, we have been tracking the situation of “channel slamming” in St. Louis and St. Louis County. Charter slammed the access channels (KDHX, HEC TV, STLTV), from the Basic Tier of service to the 900’s. What is most noteworthy in this move by Charter is that they have not done this in any other state. They attempted to channel slam channels in Wisconsin to the 900’s and when Madison threatened to sue, they continued to provide access channels at their position on the Basic Tier and also provided a channel in the 900’s. We have been told by St. Louis County programmers that one of the consequences of this move is that the public schools can no longer receive the channels and in order to do so will have to spend hundreds of thousands of dollars on cable boxes.

There is no apparent justification or need for the channel slamming engaged in by Charter and Mediacom. The PEG channels are not in the Basic Tier of service required by federal law. And, we believe that when they were moved after SB 284 was enacted, they were not in compliance with Missouri law which did not allow them to be moved until at least 50% of the subscribers were purchasing that tier. On further investigation, it is highly doubtful that 50% of subscribers are now purchasing the tier that Charter has slammed the PEG channels to, namely the highest digital tiers.

We call on the Public Service Commission to investigate these complaints and we call on the Missouri state legislature to amend SB 284 to make the PEG channels whole again through placement on the Basic Tier of service and the reinstitution of PEG access television funding to at least the levels that were provided in local franchises when SB 284 was enacted.

Consumer Complaints

SB 284 removed the ability of the local municipalities to address cable related complaints or assist consumers in resolving issues. The Missouri PSC clearly states that they do not have the jurisdiction to address video service complaints and reports that only 3 complaints were received in the most recent 12 month period. Asking the cable operators to self-report does not help consumers, and it leaves open the possibility that video service providers will not report accurately the number of complaints they receive.

Missouri has approximately 1.5 million cable subscribers. In a recent query of cable administrators that receive and mitigate consumer complaints, we found an average of 1.2 complaints per thousand subscribers per month. If we apply that average to Missouri, statewide, there would be over 1,200 complaints per month.

That the PSC has no authority to address complaints and local governments' only option is to seek nonbinding mediation with the cost being born by both parties. Additionally, local government is expressly prohibited from establishing any kind of consumer standards. If repeated, willful and material violations continue, and a 60 day notice to cure has elapsed, the local government may file a complaint on behalf of the resident with the state's Administrative Hearing Commission for an order to revoke the video service provider's franchise for that political subdivision, however that decision may be appealed in court.

Before SB 284, local government had the authority to resolve complaints, fine video service providers for infractions, and guarantee that a minimum standard of consumer protection would be established. Since SB 284, consumers have been left out in the cold, they have nowhere to

turn, local government is wary of entering into nonbinding mediation since the outcome is unsure and could be expensive. That almost 15,000 Missouri residents would have complaints each year, but have no place to turn, SB 284 is harming Missouri consumers.

That the PSC reports a total of 3 complaints in the most recent twelve months is telling. It's not that consumer complaints have all but disappeared, it is that consumers have no agency they can ask for assistance.

We urge the legislature to amend SB 284 and provide consumers protection in their dealings and transactions with video service providers.

Conclusion

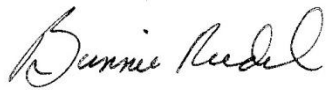
SB 284 has harmed persons who are blind or visually impaired by not requiring AT&T to deliver the PEG channels with the same accessibility, function and equivalency as local commercial channels. Blind or visually impaired persons cannot access the PEG channels on AT&T's U-verse system the way they can access PEG channels on any other cable system.

SB 284 has harmed Public, Educational and Government (PEG) access television by eliminating the requirement for video service providers to provide PEG funding and by taking away local control of PEG requirements. This harm is especially evident in Charter and Mediacom systems which have shown a blatant disregard for local community desires and have slammed PEG channels out of the Basic Tier, a violation of federal law.

SB 284 has harmed consumers in Missouri because there is no enforcement mechanism for consumer standards and it harmed local governments' ability to ensure consumer standards and industry accountability.

We urge the state legislature to amend SB 284 to address these areas.

August 17, 2011

A handwritten signature in cursive script that reads "Bunnie Riedel".

Bunnie Riedel
Executive Director
American Community Television
8775 Centre Park Dr. #255
Columbia, MD 21045

Attachment A

May 23, 2011

Via Electronic Submission

Ms. Marlene Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: **Ex Parte Statement:**
Petitions for Declaratory Ruling Regarding Public, Educational
and Governmental Programming, MB Docket No. 09-13; Annual
Assessment of the Status of Competition in the Market for the
Delivery of Video Programming, MB Docket No. 07-269.

Dear Ms. Dortch:

As a long-standing member of the AT&T Advisory Panel on Access and Aging (“AAPAA”), I read with interest the article in the May 20 edition of Communications Daily about criticism by the PEG community of AT&T’s accessibility efforts. The issue of inaccessible user interfaces of TV set-top boxes is one that affects more than just PEG networks – in fact most menus and electronic program guides for cable, satellite and telecom video systems have been recognized as a major barrier to blind and visually impaired consumers. That’s why the “21st Century Communications and Video Accessibility Act” (“CVAA”), passed by the last Congress and signed by President Obama last fall, included a strong mandate to make these devices fully accessible. AT&T was one of the first supporters of this ground-breaking legislation and helped usher it through many rounds of negotiations.

To implement the requirements of the bill, the FCC established the Video Programming Accessibility Advisory Committee (“VPAAC”); AT&T is a member of this committee and is dedicating much time and effort to its deliberations which will result in recommendations for implementing the accessible set-top box provisions. Following a schedule set forth in the bill, the FCC will issue rules which will require audible access to all menus.

But even before the CVAA was passed, AT&T contracted outside experts to analyze its U-verse access services and features and put into a development cycle several recommendations to improve the accessibility of its service. (I know because it was my non-profit organization which performed this analysis.) Accessible user interfaces are an issue not only for television services, but for mobile devices and web sites as well. AT&T has made tremendous progress over the past few years in assuring that blind and visually impaired people can readily use its cell phones (as is required by law) and has instituted one of the most significant and effective corporate initiatives to bring its hundreds of

thousands of web sites and pages into conformity with the W3C's Web Content Accessibility Guidelines.

The issues surrounding channel placement for PEG channels on the U-verse service should be argued on their own merits. By raising accessibility arguments, the PEG community is not standing on firm ground: AT&T's commitment to fully inclusive products and services is among the strongest in all of corporate America.

Sincerely,

A handwritten signature in cursive script, reading "Larry Goldberg".

Larry Goldberg, Director
The Carl and Ruth Shapiro Family
National Center for Accessible Media at WGBH (NCAM)

cc: Bill Lake
Michelle Carey
Mary Beth Murphy
Alison Neplokh
John Norton
Holly Sauer

ATTACHMENT B

RESOLUTION NO. 1446

A RESOLUTION BY THE MAYOR AND BOARD OF ALDERMEN OF THE CITY OF ST. PETERS REQUESTING CHARTER COMMUNICATIONS AND OTHER VIDEO SERVICE PROVIDERS IN THE STATE BE REQUIRED TO OFFER MUNICIPAL AND COUNTY GOVERNMENT ACCESS CHANNELS ON THEIR BASIC CABLE CHANNEL TIER AND THAT THE MISSOURI PUBLIC SERVICE COMMISSION INCLUDE THIS RESOLUTION IN THEIR 2011 ANNUAL REPORT TO THE MISSOURI GENERAL ASSEMBLY

WHEREAS, Senate Bill 284, the Video Services Provider Act was passed in 2007.

WHEREAS, Senate Bill 284 clearly states that all video providers must abide by state and federal laws.

WHEREAS, The Telecommunications Act clearly defines PEG channels as being placed in the Basic Tier of service; it states that PEG channels are part of the “minimum contents” of the Basic Tier.

WHEREAS, In May, 2008 Charter Communications moved St. Peters government channel from Channel 10 on the basic cable system to Channel 992 on their digital tier, requiring St. Peters residents to pay an additional \$5.00/ month for a digital cable box. (The channel was available on some late model devices equipped with a QAM tuner.)

WHEREAS, We believe that when Charter Communications moved St. Peters government channel from 10 to 992, after SB 284 was enacted, Charter Communications was not in compliance with Missouri law which did not allow Charter Communications to move our cable channel until at least 50% of the Charter Communications subscribers in St. Peters were purchasing that expanded basic tier.

WHEREAS, Many St. Peters residents are senior citizens who are most interested in viewing the Board of Aldermen meetings, yet are unable to physically attend them, and;

WHEREAS, Being on fixed incomes during these difficult economic times, these senior citizens and other residents would most benefit from Charter Communications resuming to offer the St. Peters Government access channel in the basic tier of service.

WHEREAS, We believe that when Charter Communications moved St. Peters government channel from 10 to 992 it was not in compliance with the federal Telecommunications Act since our PEG channel was no longer part of the “minimum contents” of the Basic Tier.

WHEREAS, During the last three years, the City of St. Peters Citizen Action Center and elected officials received hundreds of phone calls regarding this issue and the residents were referred to contact Charter Communications directly. This topic was also discussed during

several Board of Aldermen meetings by elected officials and many members of the community spoke during public comment periods during Board of Aldermen meetings.

WHEREAS, City of St. Peters officials were told by Charter Communications officials that Charter needed to take Channel 10 because they wanted to add more programming at that level and that they were moving St. Peters' government channel to 992 to a new "government neighborhood" with all other government channels in St. Charles County. Now more than three years later, the spot for Channel 10 on the Charter lineup remains empty and we still get complaints from our residents about why there is no signal on Channel 10 and our channel is on 992.

WHEREAS, In contrast to Charter Communications, Time Warner, the cable operator in Kansas City, Missouri has kept their government access television channel on Channel 2 on their cable system; and AT&T U-Verse provides our government channel on Channel 99 of their basic tier, not requiring our residents to pay extra money to view their government channel.

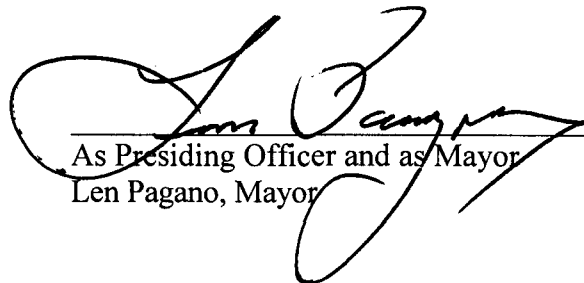
WHEREAS, SB 284 directs the Missouri Public Service Commission in their annual report to the Missouri General Assembly to make recommendations as the Missouri Public Service Commission deems appropriate to benefit consumers.

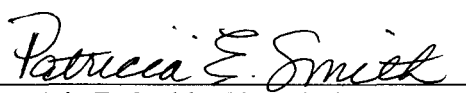
NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF ALDERMEN OF THE CITY OF ST. PETERS, MISSOURI, AS FOLLOWS:

SECTION 1. The Mayor and Board of Aldermen of the City of St. Peters request the Missouri Public Service Commission include this resolution in their 2011 Annual Report to the Missouri General Assembly.

SECTION 2. The Mayor and Board of Aldermen of the City of St. Peters requests the Missouri Public Service Commission make a recommendation to the Missouri General Assembly in their 2011 Annual Report that Charter Communications and other video service providers in the state be required to offer municipal and county government access channels on their basic cable channel tier.

Read and adopted this 11th day of August, 2011.


As Presiding Officer and as Mayor
Len Pagano, Mayor

Attest: 
Patricia E. Smith, City Clerk

No. 1446



PATRICIA E. SMITH
CITY CLERK
636-477-6600, EXT. 1235

August 17, 2011

Missouri Public Service Commission
200 Madison Street, PO Box 360
Jefferson City, MO 65102-0360

ATTN: John Vaneschen

Dear Mr. Vaneschen:

On August 11, 2011, the Board of Aldermen of the City of St. Peters adopted Resolution No. 1446 requesting Charter Communications and other Video Service Providers in the State be required to offer Municipal and County Government access channels on their basic cable channel tier and that the Missouri Public Service Commission include this Resolution in their 2011 Annual Report to the Missouri General Assembly.

Please see a copy of Resolution No. 1446, which is enclosed for your review and 2011 Annual Report. If you have any questions, please feel free to contact me at (636) 477-6600 ext. 1235.

Sincerely,

Patricia E. Smith
City Clerk

Enclosure

RESOLUTION NO. 1446

A RESOLUTION BY THE MAYOR AND BOARD OF ALDERMEN OF THE CITY OF ST. PETERS REQUESTING CHARTER COMMUNICATIONS AND OTHER VIDEO SERVICE PROVIDERS IN THE STATE BE REQUIRED TO OFFER MUNICIPAL AND COUNTY GOVERNMENT ACCESS CHANNELS ON THEIR BASIC CABLE CHANNEL TIER AND THAT THE MISSOURI PUBLIC SERVICE COMMISSION INCLUDE THIS RESOLUTION IN THEIR 2011 ANNUAL REPORT TO THE MISSOURI GENERAL ASSEMBLY

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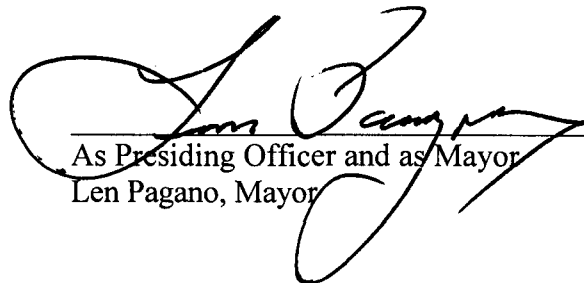
WHEREAS, SB 284 directs the Missouri Public Service Commission in their annual report to the Missouri General Assembly to make recommendations as the Missouri Public Service Commission deems appropriate to benefit consumers.

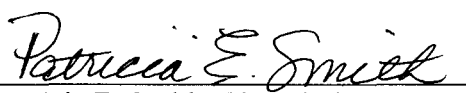
NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF ALDERMEN OF THE CITY OF ST. PETERS, MISSOURI, AS FOLLOWS:

SECTION 1. The Mayor and Board of Aldermen of the City of St. Peters request the Missouri Public Service Commission include this resolution in their 2011 Annual Report to the Missouri General Assembly.

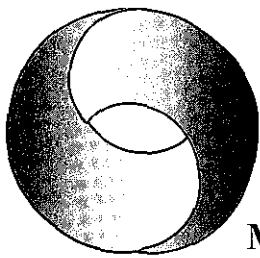
SECTION 2. The Mayor and Board of Aldermen of the City of St. Peters requests the Missouri Public Service Commission make a recommendation to the Missouri General Assembly in their 2011 Annual Report that Charter Communications and other video service providers in the state be required to offer municipal and county government access channels on their basic cable channel tier.

Read and adopted this 11th day of August, 2011.


As Presiding Officer and as Mayor
Len Pagano, Mayor

Attest: 
Patricia E. Smith, City Clerk

No. 1446



MCTA

MISSOURI CABLE TELECOMMUNICATIONS ASSOCIATION

August 26, 2011

Mr. John VanEschen
Missouri Public Service Commission
200 Madison Street
P.O. Box 360
Jefferson City, MO 65102

Re: PSC Video Service Provider Act Report- 2011

Dear Mr. VanEschen:

I am contacting you as President of the Missouri Cable Telecommunications Association (MCTA). We have reviewed the proposed 2011 Report to the General Assembly regarding implementation of the Video Service Provider Act mandated by Section 67.2693, RSMo. MCTA is not addressing the comments or criticisms regarding specific companies made by other organizations in the report's addendum. However, I will address our general concern over the criticisms made regarding certain provisions of SB 284 in 2007.

Senate Bill 284, otherwise known as the "2007 Video Services Providers Act", was a negotiated agreement between the Missouri Municipal League (MML) and numerous other interested parties. The Governor of the State of Missouri, the State Legislature, and such interested parties, including the MML, concurred with the final language adopted in SB 284. Therefore, MCTA finds MML's current criticism of such bill disingenuous.

Customers of Missouri cable companies are requesting more "high definition" channels and this is forcing cable companies to move PEG (analog channels) to higher numbered channels in their systems. Therefore, the cable companies are not moving PEG channels arbitrarily and such criticism is unwarranted.

We request that this letter be included in the final report.

Very truly yours,

Chuck Simino

RSB:jlw

cc: Dana Parish

Richard S. Brownlee
Cable is Connected!
213 E. Capitol Ave., P.O. Box 1895
Jefferson City, MO 65102-1895

(573) 635-1915 Office (573) 635-1778 Fax



August 25, 2011

Missouri Public Service Commission
ATTN: Mr. John Van Eschen
200 Madison Street
P.O. Box 360
Jefferson City, Missouri 65102-0360

RE: Resolution 1446 – City of St. Peters, Missouri

Dear Mr. Van Eschen:

It has come to Charter's attention that the City of St. Peters, Missouri ("City") has sent a letter to the Missouri Public Service Commission, whereby the City has requested that its Resolution No. 1446 be included into the Commission's 2011 Report on Developments Resulting From the Implementation of the 2007 Video Services Provider Act ("Report"). As it seems the Commission will include said resolution into the Report, Charter by this letter wishes to submit its comments regarding the contents of the resolution.

First of all, we note that the City alleges that Charter has moved the City's Government Access Channel from our Basic Service Tier to a digital tier. This is inaccurate. While Charter has moved the City's Government Access Channel from Channel 10 to Channel 992, we have retained the access channel on Charter's Basic Service Tier. The channel, however, is now shown in the digital spectrum. We would point out that under Section 67.2703 of the Act, which allows a video service provider to move an access channel on any service tier that is purchased by more than fifty percent of its customers, Charter could have moved the City's access channel off the Basic Tier. However, the point is moot in this case as Charter has retained the City's government access channel on the Basic Tier.

Secondly, the City has left an impression in Resolution No. 1446 that all Charter customers in St. Peters can only view the government access channel through the purchase of a digital cable box. That too would be inaccurate. What the City fails to include in its resolution is that the City's government access channel is unencrypted. Thus, Charter customers in St. Peters that have a digital television receiver with a QAM tuner (this was required of manufacturers in 2007) do not need a digital cable box to view the

City's access channel. Furthermore, we would note that the competitive video provider in the City with telecommunication facilities as reference in Resolution No. 1446 can only provide video service to its customers in a all-digital format. Therefore, our competitors' customers must have a digital cable box in order for the customer's television to receive the City's access channel or any other programming content provided by that company. It is incomprehensible to see how the City implies we are violating state franchise law in Resolution No. 1446 when both Charter and our competitor are providing the same government access programming content under a digital format.

Such issues, like Resolution No. 1446, are unfortunate. Charter, like many other cable operators in Missouri, enjoy the relationships that we have cultivated with local communities over many decades. Yet, at a time when technology is expanding, it was important and necessary for current and future video providers to seek assistance from the Missouri State Legislature to develop a state-issued video service law that "... promotes the substantial interest of the State of Missouri in facilitating a competitive marketplace that will, in turn, encourage investment and deployment of new and innovative services in political subdivisions and provide benefits to the citizens of this State."

By moving various programming services to the digital spectrum, Charter has increased the bandwidth of our cable systems to provide the goals and objectives of SB 284. Such benefits to our customers include Charter's recent announcement of adding the NFL Network and NFL Red Zone, the additions of quality High Definition ("HD") programming services like Hallmark Channel HD, Nickelodeon HD and ABC Family HD to our line-up, and **the addition of free speed increases for our Charter Broadband residential and commercial customers**. We have also improved the quality of life for communities like Warrenton and Troy, Missouri with our recent upgrade of the cable network in these communities and the inclusion of Video on Demand in our Lake Ozark system. Such innovations take place under a non-regulatory, competitive environment; rather than an environment where a local jurisdiction attempt to dictate a video service provider's technology that puts such a provider at a disadvantage with its competitors.

Thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Paul G. Berra". The signature is fluid and cursive, with a large initial "P" and "B".

Paul G. Berra
Director of Government Affairs